

Job Description and Person Specification

Job details

Job title: Senior Housing Allocations Officer

Grade: Band 06

Reports to: Housing Allocations Team Leader

Responsible for: Housing Allocations Officers

Directorate and Service area: Adults, Health Partnerships and Housing

Purpose of the job

Working with two other Senior Housing Allocations Officers, provide effective supervision and manage the performance of a large team of Housing Allocations Officers.

Ensure the delivery of a high quality, responsive and customer focussed housing allocations service ensuring that all applications to join the Council's housing register are processed, and accommodation is advertised and nominated to, in accordance with statutory obligations, policies, procedures and service standards.

Promote the full range of affordable housing options and ensure that housing register applicants receive the advice, help and support they need to address housing needs.

Assist the Housing Allocations Team Leader to identify areas for service improvement, enhancement and best practise.

This role will be based across North Northamptonshire.

Principal Responsibilities

1. Responsible for processing applications to join the Council's Housing Register, raising adverts and completing nominations in accordance with statutory requirements, the Council's Housing Allocation Scheme and other relevant agreements and procedures.
2. Responsible for the operational day to day management, supervision and performance of the Housing Allocations Officers. Provide advice, guidance, support and training to the officers to enable them to deliver an effective, high-quality, responsive and customer focussed housing allocations service.
3. Regularly review policies, agreements, procedures, and service area action plans to ensure they remain relevant and provide service improvement and efficiencies.
4. Assist in budget management, by ensuring that opportunities for income collection (ie advert charges) are maximised and forecast appropriately.
5. Ensure that customers are provided with accurate and relevant advice in relation to their housing needs and accessibility of social and affordable housing, are encouraged to explore creative solutions, and other suitable and affordable housing options such as the private rented sector, mutual exchange/home swap etc.

6. Ensure the effectiveness and efficiency of the systems used to deliver the housing allocation service including bug fixes and implementation of updates / enhancements.
7. Assist in monitoring team performance against key performance indicators (KPIs) and service targets. Contribute to the preparation of performance reports and ensure accurate case recording and data entry.
8. Work collaboratively with internal and external partners, attending multi-agency meetings as required and contribute to achieving positive outcomes for households in housing need.
9. Assist the Housing Allocations Team Leader, and work with colleagues across the Housing Solutions Service, to review service delivery, aiming for continued improvement, and to develop working practises, protocols, partnership and data sharing agreements etc with key organisations and services.
10. Work closely with and provide cover for the other two Senior Housing Allocations Officers and deputise for the Housing Allocations Team Leader, as required, providing support by undertaking other tasks to enable the efficient delivery of the service.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold a minimum of 5 GCSE's grade A-C, a relevant housing qualification (CIH Level 4 Diploma or equivalent) or show an equivalent capability.	Evidence of continuous professional development
Experience and Knowledge	<p>Demonstratable experience at a senior officer level (or similar) within a local authority, housing association or voluntary organisation</p> <p>Extensive knowledge of Part 6 Housing Act 1996 (as amended), related legislation, guidance and case law.</p> <p>Experience of working in a housing allocations team / delivering relevant services</p> <p>Experience of handling complex cases and providing solutions for vulnerable individuals and families.</p> <p>A good understanding and knowledge of the main causes of housing need, homelessness and rough sleeping, and the barriers that people face when trying to access accommodation and support services</p>	<p>Demonstratable experience of staff management including service and performance improvement</p> <p>Knowledge of housing allocations policies, welfare benefits, and tenancy law</p> <p>Experience in partnership working with statutory, voluntary, and private sector organisations.</p> <p>Experience of attending and participating in multidisciplinary case conferences</p>
Ability and Skills	<p>Spoken and written English fluency</p> <p>A good understanding and awareness of housing allocations/nominations arrangements</p> <p>Ability to form and develop professional and effective working relationships with colleagues, partners and</p>	

Attributes	Essential criteria	Desirable criteria
	<p>service users and work effectively and enthusiastically as part of a team</p> <p>Excellent written and verbal communication skills</p> <p>Good analytical skills and ability to produce and interpret statistical information</p> <p>Excellent interpersonal skills and the emotional resilience to deal effectively with complex circumstances surrounding vulnerable people</p> <p>Excellent listening and interviewing skills, with a proven ability to inspire and motivate people to improve themselves and/or others</p> <p>A skilled problem-solver and negotiator with an organised and imaginative approach to work and the ability to manage difficult and sensitive situations</p> <p>Ability to work well under pressure, on own initiative, and manage and prioritise own workload and team members when needed</p> <p>Effectively work with others to achieve a positive outcome by being proactive and solution focused</p> <p>IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files.</p>	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	

Attributes	Essential criteria	Desirable criteria
Additional Factors	<p>Full driving licence and access to own transport for work purposes</p> <p>Willing to work outside normal office hours as necessary</p> <p>This post will be subject to a Disclosure and Barring Service check</p> <p>This post is office based</p>	