

# Role Profile and Specification – Housing Needs Case Officer

<b>Service Area</b>	<b>Housing Services</b>
<b>Role Title</b>	Housing Needs Case Officer
<b>Location</b>	Oxted/Agile
<b>Reports to</b>	Housing Allocations Manager
<b>Salary/Grade</b>	TA1
<b>Duration/Hours</b>	Permanent / 37 hours

## Service Area Purpose

To provide an effective and proactive homeless prevention and allocation service, ensuring outstanding customer service and service delivery standards are achieved and providing a critical source of support for local people seeking help with their housing needs.

## Job Purpose

To co-ordinate the administrative functions within the Housing Needs Team and to offer general administrative support to the Housing Options and Housing Allocations Officers including upkeep of housing register, medical information, customer information and administration of the housing register.

To provide support for team meetings and to develop and monitor written procedures for all functions of the Housing Needs Team ensuring that existing procedures are amended as required.

To develop co-ordinate and maintain systems, including IT, to ensure the accurate provision and monitoring of relevant statistical information.

## Key Objectives

<b>Working with customers</b>	Able to identify and develop opportunities to improve the customer journey. Champion own ideas for the improvement of service and processes. Develop digital and self-service channels and implement customer enabling and prevention opportunities.
<b>Working towards the Corporate Plan</b>	Contribute to Corporate Plan development and the development of associated plans and policies. Deliver agreed objectives and services associated with the Corporate Plan.

## Specific Responsibilities

- To develop reports and reporting systems to allow for the provision of information and statistics for inclusion in government returns and submissions, customer reports and performance indicators and strategies as required
- To provide and maintain all booklets, forms, leaflets, website pages, online forms and other types of media for making information available to the public about the services provided by the Housing Needs Team
- To ensure the effective and efficient processing of applications for the Council's housing register, including inputting and authorising applications where appropriate
- To ensure that customers are provided with and have access to high quality advice on their full range of housing options system, so that they can make informed decisions and exercise choice.
- To assist the annual survey of homeless clients and those recently housed to establish satisfaction with homeless/re-housing services
- To assist with the provision of housing options advice to clients where appropriate
- To regularly review the efficient and effective use of the integrated housing database software as well as software for the provision of Choice Based Lettings. Undertake updates and system testing and upgrades as necessary
- To review administration/IT systems and procedures and ensuring that written records are available
- To undertaking projects and administrative procedures as required
- To provide administration support to the delivery of Disabled Facilities Grants in private sector accommodation

## Person specification

### Qualifications / Education

Essential
<ul style="list-style-type: none"><li>• Educated to GCSE level or equivalent experience</li></ul>

## Experience

Essential	Desirable
<ul style="list-style-type: none"><li>• Experience of administrative work</li><li>• Working with members of the public on the telephone, in writing and face to face</li><li>• Experience of working in a busy front line office environment and/or working directly with members of the public</li></ul>	<ul style="list-style-type: none"><li>• Experience of working in a local authority housing department, or for a Registered Social landlord, in a similar role</li></ul>

## Key Skills and Knowledge

Essential	Desirable
<ul style="list-style-type: none"><li>• Pro-active approach to problem solving</li><li>• Experience of using computer databases and programmes such as MS Word, Excel and Outlook</li><li>• Good oral and written communication skills.</li><li>• Good interpersonal skills</li><li>• Aptitude for dealing with statistical information</li><li>• Good organisational and prioritisation skills</li><li>• Understanding of the broad requirements of the data protection principles.</li><li>• A commitment to equality and diversity.</li></ul>	<ul style="list-style-type: none"><li>• Advanced computer skills</li><li>• Experience housing database systems</li><li>• Understanding of issues relating to social housing provision and policy</li></ul>