

Role Profile and Specification – Housing Allocations Officer

Service Area	Housing Services
Role Title	Housing Allocations Officer
Location	Oxted/Agile
Reports to	Housing Needs Manager
Salary/Grade	M1
Duration/Hours	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 assist the Housing Allocations Manager with the organisation and co-ordination of all aspects of the services work relating to:

- the letting of the Council's properties and other properties advertised via Home Choice;
- the management and compliance of the Councils Housing Allocations Policy;
- ensuring exemplary standards of customer service are always delivered and,
- ensure that all statutory obligations are met.

Key Objectives

Working with customers	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.
Working towards the Corporate Plan	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

- Mentor other Housing Allocations Officers and Housing Needs Case Officers.
- To assist the Housing Allocations Manager with any reviews of the Council's Allocation Policy and identify areas of improvement.
- To assess applications for housing, ensuring that Council policy and all statutory obligations are met.
- Arrange medical assessments for applicants.
- To assist with the preparation of information and statistics for inclusion in government returns and submissions, customer reports and performance indicators, as required.
- Interview applicants and tenants (in their own homes if appropriate) to ascertain housing need.
- Communicate and corresponding appropriately with applicants based on their needs.
- Produce full and comprehensive file reports on all discussions with housing and homeless applicants, other authorities, landlords, agencies etc.
- Ensuring that records of all transfer and housing register applicants are kept up to date.
- To monitor the progress of vacant Council dwellings and liaise with other officers to ensure that properties are re-let quickly and efficiently to minimise rent loss.
- To ensure the effective allocation of vacant dwellings in accordance with Council policy, the Council's Choice Based Lettings Scheme, and all statutory requirements.
- To arrange suitable alternative accommodation for tenants affected by the Council's modernisation and improvement programme.
- To co-ordinate mutual exchanges of tenancies.
- To ensure that all re-housing opportunities available to the Council through nominations to Registered Social Landlords, mobility schemes and through reciprocal arrangements are fully explored and utilised.
- To maintain effective liaison with Housing Officers to ensure the best use of the Council's housing stock.
- To assist with the ongoing review of difficult-to-let properties and the effective implementation of any policy changes.
- To provide cover and support to the homeless service when necessary and ensure that homeless households are suitably housed permanently within target times.
- To assist in writing procedures to cover all aspects of the allocation process.
- To participate in and contribute positively to external/internal working groups as required.

- To contribute positively to the use and development of new technology within the Housing Needs Section.
- To liaise with other staff in the section to ensure that the section is adequately staffed at all times when the office is open to the public.
- To undertake any other duties that may be required which are commensurate with the level of the post.

Person specification

Qualifications / Education

Essential	Desirable
<ul style="list-style-type: none"> • Educated to GCSE level or equivalent experience 	<ul style="list-style-type: none"> • Evidence of continuous professional development

Experience

Essential	Desirable
<ul style="list-style-type: none"> • Housing allocations experience within a local authority or Registered Provider setting • Working with external agencies to deliver successful outcomes • Dealing with complex cases through multi-agency working 	<ul style="list-style-type: none"> • Track record of successful budget management • Delivering continuous improvement in housing services

Key Skills and Knowledge

Essential
<ul style="list-style-type: none"> • Interpersonal skills with the ability to communicate well with customers, Councillors and external agencies. • Able to interpret policy, procedures, and strategies in relation to Housing Needs. • Self-sufficient in the use of databases and MS Office products and the use of CRM (Customer Relationship Management Systems). • Able to write accurate and clear correspondence and reports • Able to plan and prioritise when under pressure • Ability and commitment to working with individuals and groups to problem solve and achieve positive service outcomes • Able to innovate by both conceiving and implementing new services or improvements to existing services • Pragmatic, creative and flexible approach to problem solving and committed to taking initiative and achieving practical solutions • An understanding of local government services and functions and the major issues facing local government • Experience of working with Elected Members and of dealing with politically sensitive issues • Understanding of the broad requirements of the data protection principles. • A commitment to equality and diversity.