Assistant Housing Needs Officer - Allocations team

£15,507 - £18,560

Fixed Term Contract until October 2017 to Cover Maternity Leave

36.5 hours per week.

Lancaster Circus, City Centre

This is an exciting and challenging opportunity to work within Housing Options. Dealing with homeless and transfer customers bidding on Birmingham City Council and Registered Social Landlord properties advertised on Birmingham Home Choice. You will have experience of working in busy and diverse team, with the ability to deal with a range of issues and priorities within a target driven environment. IT knowledge and ability to update and maintain spreadsheets and systems is necessary. You will require good customer relation skills and experience of dealing with customers on the telephone. Ability to deal with a range of administrative duties in line with your grade and most importantly have a flexible can do attitude. Knowledge in Housing Legislation and policy, understanding of Housing Options and the service it provides, would be an advantage.

For informal enquiries please contact Kien Tran on 0121 303 7279

Ref: P449PM2016

Closing date: 11 October 2016

A Disclosure and Barring Service (DBS) formerly CRB check will be undertaken

“Right to work in the UK documentation will be fully checked for all applicants. All non UK and non EU applicants are required to apply for a Certificate of Sponsorship from Birmingham City Council and must be approved by the UK Border Agency (UKBA) before any employment offer can be confirmed.”

“The City Council is currently consulting on potential changes to its terms and conditions (in line with its s.188 notice) which may have an impact on any contract of employment that is offered should the candidate be successful”
People Directorate
Job Description

Post: Assistant Housing Needs Officer
Salary/Grade: 2
Division: Adult Care and Housing Options
Section: Housing Options

1. **Job Purpose**

To provide efficient, effective and consistent support services and general office duties that meet the needs of the business.

2. **Duties and Responsibilities**

To provide high quality support services to customers and colleagues, ensuring that their needs are met.

To support meetings as required by the business, including the provision of note-taking as requested and the production of outputs in a timely manner.

To ensure that safety and security is upheld by adhering to all appropriate policies and procedures and reporting any issues to management as they arise.

To work flexibly and as part of a team to ensure cover of a GR2 role of the Housing Options service and to ensure continuity of service.

To answer telephones and deal with customers in an understanding and empathetic, courteous and professional manner whilst managing their expectations.

To keep accurate, precise and appropriate records and in particular updating IT systems, databases and spreadsheets in a timely and professional manner.

To be aware of the risk of fraud, error, child and adult protection issues and raise any concerns with your line manager.

To have sufficient knowledge and ability of IT systems in order to input, interrogate, extract and maintain records.

To ensure that safety and security is upheld by adhering to all appropriate policies and reporting any issues to management as they arise.
Follow safe working practices and assist in the maintenance of good house-keeping standards in order to achieve a safe and healthy working environment.

**General**

To cover any of the Assistant Housing Needs Officer roles when the service requires it, at the request of a Senior Housing Needs Officer, Housing Needs Officer, Service Manager or Senior Service Manager in their absence in order to ensure the effective delivery of the Housing Options service.

To provide temporary or emergency cover in the absence of a Housing Needs Officer in order to ensure the smooth running of the Housing Options service.

Commensurate with the grade the post holder will be required to undertake other duties that may arise from time-to-time as determined by management.

3. **Supervision Received**

3.1 **Supervising Officer Job Title**

Housing Needs Officer / Senior Housing Needs Officer

3.2 **Level of Supervision**

Plan own work to ensure the meeting of defined objectives.

4. **Supervision Given** (excludes those who are indirectly supervised i.e. through others).

None

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<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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5. **Special Conditions**

- This vacancy is exempt from the Rehabilitation of Offenders Act.
- A Disclosure and Barring Service check will be undertaken.
Homeless Centres

Ability and willingness to clean the centres using the appropriate cleaning materials safely and in line with established guidance and all recommendations and operating instructions, both internal and external

Provision of 24 hours, 7 days a week support for residents when required. Provide cover absence for annual leave, undertaking the duties of Housing Needs Officers when required

Flexibility in location and hours of work

Observance of the City Council’s Equal Opportunities Policy will be required.
**People Directorate**

**Person Specification**

**Post:** Assistant Housing Needs Officer  
**Grade:** 2

**Division:** Adult Care and Housing Options  
**Section:** Housing Options

**Method of Assessment (M.O.A.)** A.F. = Application Form; I = Interview;  
T. = Test or Exercise; C. = Certificate; P. = Presentation.

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<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td><strong>Education/Qualifications</strong></td>
<td>GCSE standard, in particular English Language and Mathematics</td>
<td>AF/I</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<td><strong>Experience</strong> (Relevant work and other experience)</td>
<td>Experience of filing, typing of letters and reports, maintaining confidential paperwork and general office duties such as taking telephone calls and taking messages. Experience of working in a diverse team environment and the ability to support other duties within the team. Experience of managing a number of conflicting priorities effectively to achieve business objectives. Knowledge in Housing Legislation and policy, understanding of Housing Options and the service it provides would be an advantage.</td>
<td>AF/I</td>
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<td><strong>Skills &amp; Ability</strong> e.g. written communication skills, dealing with the public etc.</td>
<td>Ability to communicate effectively at all levels within the organisation, both orally and in writing, where maintaining confidentially is paramount. You will require good customer relation skills and experience of dealing with customers on the telephone. Attention to detail with the ability to maintain accurate records of work. Ability to work on own initiative with a can do attitude to all tasks to ensure business objectives are met. Competent in the use of IT applications in line with post. An ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision. Ability to support meetings, including note taking and recording of actions.</td>
<td>AF/I</td>
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<td><strong>Training</strong></td>
<td>Willingness to undertake professional development in line with the needs of the service.</td>
<td>AF/I</td>
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<td>Other</td>
<td>You will be asked to demonstrate competencies in Moving the council forward, Managing ourselves and Working with others. Competencies can also be described as behaviours. They describe 'how' we expect people to behave doing their job.</td>
<td>I</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.