Housing Needs Officer
1 Lancaster Circus
£19,238 - £24,717
Working 36.5hrs per week

With some flexibility for agile working, this is an exciting opportunity to join the Housing Options service as a Housing Needs Officer within the Temporary Accommodation Service.

This is a challenging role, in a high pressure environment which involves carrying out a variety of tasks to ensure the meets its statutory duty to provide Temporary Accommodation. All of which provides an excellent opportunity for personal development.

The Teams core work is ensuring that the statutory duty place households into Temporary Accommodation is met, along with other duties you will be responsible for a caseload of households within Bed and Breakfast Accommodation.

The day to day duties include duty placements, arranging moves into self-contained accommodation and giving advice and assistance. Helping vulnerable homeless households you’ll work closing with the property services and finance team to ensure the quick move on of households.

You must be confident in their decision-making and prioritising skills, you must also have an ability to understand and respond to issues quickly. A good understanding of the pressures facing the Homeless and Pre Tenancy Service and in particular Temporary Accommodation is desirable but not essential.

Informal enquiries to Marcia Bell on 0121 464 3552

Ref: 443

Closing Date: 5 January 2017

“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”
1. **Job Purpose**

To provide a comprehensive Homeless & Pre-Tenancy service within any area of the city. Undertaking a full range of duties which will resolve a customer’s housing needs within a multi-disciplinary problem solving Homeless & Pre-Tenancy Team.

2. **Duties and Responsibilities**

**Key responsibilities:**

To provide high quality housing advice and support services to customers, ensuring that their needs are met and expectations managed, wherever practicable.

Ensure that all procedures and policies are adhered to and working instructions for the Homeless & Pre-Tenancy Service, comply with BCC policies and procedures.

To act as an initial escalation point for the resolution of unusual situations by providing advice and guidance to Assistant Housing Needs Officers.

To answer customer enquiries, face to face, in writing or by telephone to resolve problems raised.

To support managers, including at meetings as required by the business through the provision of diary management, minute-taking or note-taking as requested. The production of outputs in a timely manner. To ensure that all information is handled in a sensitive, appropriate and confidential manner. To process purchase orders, maintaining accurate records of expenditure. (this relates to the Business Support Officer Role)

To interview and/or visit customers and assist with the completion of lettings, referrals, applications and forms in order to meet their housing needs. Monitor, case manage and move-on residents in all types of temporary accommodation.
Communicate effectively with customers, colleagues and internal and external partners regarding individual cases and generic questions regarding housing need. Dealing with customers that occasionally present challenging behaviour.

To undertake investigations and provide a case summary to assist Housing Needs Officers to make correct and legal decisions. Plan, prioritise and organise workload to operate to timetables/meet specific deadlines.

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

Build and maintain effective professional working relationships with internal and external partners/contractors involved in the delivery of Homeless & Pre-Tenancy Service.

Ensure that accurate reliable, quality data/management information is maintained and verified.

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

To work flexibly and as part of a team to ensure cover of all aspects of the Homeless & Pre-Tenancy Service and to provide continuity of service.

To assist in the allocation of Council property, calculation of rent arrears and the provision of welfare benefit advice. (AOs and Finance Officers)

To be aware of the risk of fraud, error, child and adult protection issues and make referrals to the appropriate officer.

General Responsibilities:

To cover any of the Housing Needs Officer roles, at the request of a Service Manager or Senior Service Manager in order to ensure the effective delivery of the Homeless & Pre-Tenancy Service.

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

Commensurate with the grade the postholder 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

3.2 Level of Supervision
3. 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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<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.

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

**Person Specification**

**Job Title:** Housing Needs Officer  
**Grade:** GR3

**Division:** Housing Options  
**Section:** Temporary Accommodation

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

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| **Experience**  
(Relevant work and other experience) | 1. Experience of compiling and typing letters and reports, actioning telephone calls, etc.  
2. Clerical experience e.g. filing, maintaining confidential paperwork, setting up and maintaining records, systems and office equipment.  
3. Experience of working in a diverse team environment and the ability to multi-skill to cover other roles within the team.  
4. Experience of managing a number of conflicting priorities effectively to achieve business objectives.  
5. Knowledge of relevant legislation and their implications for the Service. | AF/AF/AF/I AF/I AF/I AF/I AF/I/T |
| **Skills and Ability**  
e.g. written communication skills, dealing with the public etc. | 1. Ability to support meetings (e.g. minute-taking, note-taking, action points, etc) in a sensitive and complex manner.  
2. Ability to communicate effectively at all levels within an organisation, both orally and in writing, where maintaining confidentiality is paramount.  
3. Attention to detail with an ability to analyse data, process work and maintain accurate records of work.  
4. Ability to work on own initiative with a proactive approach to all tasks, including an ability to plan ahead to ensure business objectives are met.  
5. Ability to ensure that customers receive a focused approach to meeting their housing needs by assisting with the completion of forms and referrals and the ability to recommend a decision to the Housing Needs Officer.  
6. An ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision. | I AF/I/T I/T I/T I |
| Training | Willingness to undertake training as and when required. | AF/I |

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.