Housing Needs Officer - Housing Options Allocations

£19,238 - £24,717

Lancaster Circus, City Centre

Working 36.5 hours per week

This is an exciting and challenging opportunity to work within Housing Options. You will be expected to provide high quality housing advice and support service to customers. Ensure that all procedures and policies are adhered to and working to instructions in 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 be responsible for short listing properties in line with the Allocations policy and legislative framework. You will have excellent communication skills, able to deal with a range of complex issues and ability to priorities your duties within a target driven environment.

You will support Senior Housing Needs Officers by undertaking administrative duties in line with the job role.

Informal enquiries to Paul Shipley, Senior Housing Needs Officer on 0121 675 0518

Those applicants who have previously applied need not re-apply

Ref: PE0442016

Closing Date: Friday 27th January 2017

A Disclosure and Barring Service (DBS) 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.”
People Directorate

Job Description

Post: Housing Needs Officer  
Salary/Grade:  3
Division: Adult Care Housing Options  
Section:  Housing Options

1. **Job Purpose**

To provide a comprehensive Housing Options 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 Housing Options service.

2. **Duties and 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 Housing Options 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 Senior 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 Housing Options 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 Housing Options 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.

3. General

To cover any of the Housing Needs Officer roles, when the service requires it, at the request of a Service Manager or Senior Service Manager 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 postholder will be required to undertake other duties that may arise from time-to-time as determined by management.

4. Supervision Received

3.1 Supervising Officer Job Title
Senior Housing Needs Officer

3.2 Level of Supervision
1. Plan own work to ensure the meeting of defined objectives.

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

None

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

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

**Homeless Centres**

1. Provision of 24 hours, 7 days a week support for residents. Provide cover absence for annual leave, undertaking the duties of Homeless Centre Officers.

2. Plan, undertake, action and document the completion of support plans within defined timescales and targets.

3. Build and maintain good relationships with the local community, and ensuring that local services (e.g. schools, GP surgeries) are used appropriately by residents.

4. Ensure the delivery of a high quality Homeless Reception Service within policy and legislation.

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

Person Specification

Post: Housing Needs Officer  Grade: 3
Division: Adult and Care, 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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<th>CRITERIA</th>
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<tr>
<td>Education/Qualifications</td>
<td>- GCSE Standard with particular reference to English Language and Mathematics</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<td>Experience</td>
<td>- Experience of compiling and typing letters and reports, actioning telephone calls. Clerical experience e.g. filing, maintaining confidential paperwork, setting up and maintaining records, systems and office equipment.  - Experience of working in a diverse team environment and the ability to multi-skill to cover other roles within the team. Experience of managing a number of conflicting priorities effectively to achieve business objectives. Knowledge of relevant legislation and their implications for the Service</td>
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<td>(Relevant work and other experience)</td>
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<td>Skills &amp; Ability</td>
<td>- Ability to communicate effectively at all levels within an organisation, both orally and in writing, where maintaining confidentiality is paramount.  - Attention to detail with an ability to analyse data, process work and maintain accurate records of work.  - Ability to work on own initiative with a pro-active approach to all tasks, including an ability to plan ahead to ensure business objectives are met.  - Ability to ensure that customers receive a focussed approach to meeting their housing needs by assisting in the process and procedures in Housing Options and have the ability to make recommendations.  - An ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision.  - Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
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<td>Act (2016)</td>
<td>Training</td>
<td>Other</td>
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<td>• Willingness to undertake professional development in line with the needs of the service.</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>
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All staff are expected to understand and be committed to Equal Opportunities in employment and service delivery.