Assistant Housing Officer
£19,430 - £24,964
Vineyard Road Northfield
Working 36.5 hrs per week
Fixed Term Contract for 6 Months

You should be flexible and can work as part of a team and on your own initiative with the ability to work across both tenancy management and anti-social behaviour functions.

You will be responsible for assessing and triaging requests for service from BCC housing tenants and citizens. You will have regular contact with tenants, through visits to determine their requirements. You will be responsible for either resolving enquiries or escalating to Housing Officers, as required. You will also be responsible for making assessments in relation to Right of succession, unlawful occupiers, mutual exchange, and right to assign, use of property/abandonment, ending tenancies, health and safety vehicles, and written permissions. There is a requirement to understand both child and adult safeguarding.

Informal enquiries to Ron.Webb@birmingham.gov.uk or 0121 464 6396

Ref: PL1582017

Closing Date: 14 June 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."
Place Directorate

Job Description

Post: Assistant Housing Officer

Grade: 3

Division: Landlord Services

1. **Job Purpose**

To assist the Housing Office in providing a comprehensive Housing Management Service within a Neighbourhood Office

2. **Duties and Responsibilities**

**Duties:**

The Assistant Housing Officer will assist the generic/functional Housing Officer in providing a quality Housing Service to the residents on his/her area. All duties to be undertaken in accordance with the department's desire to treat its residents and the public as valued customers.

**Main Responsibilities**

1. To deal with any aspect of the housing service including: estate management, allocations, technical and financial, in accordance with departmental practices or procedures
2. To interview members of the public and offer advice and assistance on all aspects of the Housing Service both within the office and on site
3. To answer telephone enquiries and resolve the problems raised
4. To deal with problems and queries as they arise in the team. To assess and determine appropriate action in the handling of any housing problem
5. Liaise between other teams and sections of the department to ensure the smooth running of the local team
6. To have sufficient knowledge of computerised systems in order to:
   a. Interrogate computer systems
   b. Input using visual display units
   c. Produce management information in the form of computer documents as
required by Housing Officers
Where necessary training will be provided.

7. To visit customers where there is no apparent risk to staff
8. To assist in the allocation of Council property, including the processing of applications to the waiting lists and the control of vacant properties
9. To assist in the provision of the estate management function, to include liaison with resident groups and adherence to the Term of Tenancy
10. To assist in the calculation of rent arrears and the provision of welfare benefits advice

3. Work Complexity
Responsibility for a number of work problems relating to customers, therefore, requires understanding of people’s problems.
The settling of disputes and the building of relationships are all part of the job.

4. Contacts

<table>
<thead>
<tr>
<th>Contact</th>
<th>Purpose</th>
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<tbody>
<tr>
<td>Customers of the council. Officers of the council. Statutory bodies, Voluntary bodies, Pressure groups, Elected members, Housing and Financial organisations</td>
<td>Provision of a service to customers of the City Council primarily with regard to housing services.</td>
</tr>
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5. Decisions Made
A range of day to day decisions on a number of housing management issues

6. Creative Work
Investigation and report on housing matters
Training of fellow Assistant Housing Officers
Correspondence and interviewing

7. Supervision Received
7.1 Supervising Officer Job Title Housing Officer
7.2 Level of Supervision
1. Advice and Guidance

4. Supervision Given (excludes those who are indirectly supervised i.e. through others).
<table>
<thead>
<tr>
<th>Post Title</th>
<th>Grade</th>
<th>No. of Posts</th>
<th>Level of Supervision</th>
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</thead>
<tbody>
<tr>
<td>Non-Manual</td>
<td>GR2</td>
<td>Variable</td>
<td>Day to day control</td>
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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.
Place Directorate

Person Specification

Post: Assistant Housing Officer  Grade: 3
Division: Landlord Services

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

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<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
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<tr>
<td>Education/Qualifications</td>
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<td>NB: Full regard must be paid to overseas qualifications.</td>
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<tr>
<td>Experience</td>
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<tr>
<td>(Relevant work and other experience)</td>
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<tr>
<td>Skills &amp; Ability</td>
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<td>e.g. written communication skills, dealing with the public etc.</td>
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<td>*Delete if not applicable</td>
<td>Able to speak an appropriate standard of spoken English as covered by Part 7 of the Immigration Act (2016)</td>
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<td>1. The ability to write clear, grammatically correct, well-argued and concise letters and reports for a variety of reasons</td>
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<td>2. The ability to work within set practices and procedures that relate to the defined housing activities delivered in the area</td>
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<td>3. The ability to interrogate, input and retrieve information from computer systems</td>
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<td>4. Planning and organisational skills that will allow you to meet both team/individual deadlines and priorities</td>
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<td>5. To talk and listen to customers, both individually or within a group, to understand the nature of the problem or query and decide on the appropriate action to resolve or bring about customer satisfaction</td>
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<td>6. An understanding of the differing needs of customers living in the area and the ability to provide a housing service appropriate to those individual needs</td>
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<td>7. The ability to work well within a team</td>
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<td>8. The ability to undertake training where necessary</td>
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<td>Training</td>
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<td>Other</td>
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All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.