Housing Needs Officer  
New Aston House, Newtown  
£19,430 - £24,964  
Working 36.5 hours per week

The Housing Options Service are looking to appoint 4 Housing Needs Officers who will provide high quality, professional, and comprehensive housing options advice. Appointed officers will undertake a full range of duties within a multi-disciplinary service based at the Newtown Office. One of the posts will be based at our Youth Hub working with 16-25 year olds and will require satisfactory DBS clearance. You will work on the front line, interviewing homeless households, providing a full range of alternative housing options.

It is essential that you able to:

- effectively communicate with customers, colleagues, and internal and external partners
- stay calm in a busy and pressurised environment
- possess excellent organisational and case management skills
- demonstrate good communication skills to effectively communicate the Council’s housing policies and procedures assertively.
- work flexibly to meet the needs of customers as presentations are unpredictable

For informal enquiries contact Tina Day on 07766922968 or Collette Campbell 07900360545.

Ref: PL2932017

Closing date: 20 October 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.”
Place Directorate

Job Description

JOB TITLE: Housing Needs Officer
GRADE: GR3
SECTION: Housing Options
DIVISION: Place

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES

1.0 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 customers housing needs within a multi disciplinary problem solving Homeless & Pre-Tenancy Team.

2.0 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 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.

OBSERVANCE OF THE CITY COUNCIL’S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE:

Senior Housing Needs Officer / Service Manager

3.2 LEVEL OF SUPERVISION

+Left to work within established guidelines subject to scrutiny by supervisor.

4.0 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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<tbody>
<tr>
<td>None</td>
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5.0 SPECIAL CONDITIONS

This post will require an enhanced DBS (Disclosure and Barring Service) check.
**Place Directorate**  
**Person Specification**

**Post:** Housing Needs Officer  
**Grade:** GR3

**Division:** Place  
**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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<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
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<tbody>
<tr>
<td><strong>Experience</strong></td>
<td>Experience of compiling and typing letters and reports, actioning telephone calls, etc.</td>
<td>AF/I</td>
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<tr>
<td>(Relevant work and other experience)</td>
<td>Clerical experience e.g. filing, maintaining confidential paperwork, setting up and maintaining records, systems and office equipment.</td>
<td>AF/I</td>
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<td></td>
<td>Experience of working in a diverse team environment and the ability to multi-skill to cover other roles within the team.</td>
<td>AF/I</td>
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<td></td>
<td>Experience of managing a number of conflicting priorities effectively to achieve business objectives.</td>
<td>AF/I</td>
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<td>Knowledge of relevant legislation and their implications for the Service</td>
<td>AF/I</td>
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<tr>
<td><strong>Skills &amp; Ability</strong></td>
<td>An ability to support meetings (e.g. minute-taking, note-taking, action points, etc) in a sensitive and complex manner</td>
<td>I/T</td>
</tr>
<tr>
<td>e.g. written communication skills, dealing with the public etc.</td>
<td>Ability to communicate effectively at all levels within an organisation, both orally and in writing, where maintaining confidentiality is paramount.</td>
<td>AF/T/I</td>
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<td></td>
<td>Attention to detail with an ability to analyse data, process work and maintain accurate records of work</td>
<td>I/T</td>
</tr>
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<td></td>
<td>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.</td>
<td>I/T</td>
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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.

An ability to work flexibly as part of a team environment, providing cover when needed to ensure continuity of service provision.

### Competencies

In addition to the above requirements you will be asked to demonstrate competencies in the below areas. Competencies can also be described as behaviours. They describe ‘how’ we expect people to behave doing their job. Competencies will vary between job roles and different levels but an overview of them, as required by Birmingham City Council, are described below.

<table>
<thead>
<tr>
<th>Competencies (behaviours)</th>
<th>Category Definition</th>
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<tbody>
<tr>
<td><strong>Moving the Council forward</strong></td>
<td>People who demonstrate this competency take the needs of the council and its customers into consideration when assessing how best they can deliver their service. They will network and develop relationships with others in helping to deliver a better service. They will help others in their work and be open to new ways of working.</td>
</tr>
<tr>
<td><strong>Managing Ourselves</strong></td>
<td>People who demonstrate this personal competency take responsibility for their work and development. They take action to overcome obstacles and seek to achieve agreed outcomes in the most cost effective way. They are careful and economical in the use of resources. They ensure that work carried out meets the needs of the Council. They adopt strategies to manage their own workload.</td>
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<tr>
<td><strong>Working with others</strong></td>
<td>People demonstrating this personal competency treat others as they wish to be treated. They build effective relationships with all their working contacts both inside and outside the council. They are encouraging supportive and helpful, and consider the impact of their working style on others.</td>
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<tr>
<td><strong>Providing direction</strong></td>
<td>People who demonstrate this personal competency display the behaviours underpinning the council’s values (Belief, Excellence, Success and Trust) and</td>
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present themselves as a role model to others. They enable people to achieve their best. They set clear objectives and standards, review performance, coach and organise work. They communicate the way ahead and consult and involve others.

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