

Role Profile

Role Title:	Housing Options Officer
Department:	Housing Operations
Role Purpose:	<p>The aim of our service is to provide a housing options service leading to customers that are able to make informed decisions about their housing needs and have access to comprehensive advice and assistance. Provide a range of routes to access housing within Midland Heart and other landlords.</p> <p>You will administer the Keyways Choice Based Lettings Scheme and provide comprehensive housing options advice and assistance to customers. Both in Reception and over the phone</p> <p>To fulfil the statutory obligations in respect of access to housing on behalf of the North Northants Council (previously known as East Northamptonshire Council)</p>
Reporting to:	Homeless Housing Advise Manager
Responsible for:	N/A
Disclosure level:	Standard DBS
Role Level:	<u>Frontline Worker</u>

Key Role Responsibilities	<p>Ensuring customers receive a high quality service.</p> <p>To contribute to reducing void and re-let times.</p> <p>Customers are aware of and able to access the housing options open to them.</p> <p>Provide general advice to customers in relation to their housing options.</p> <p>Respond to enquiries in relation to housing options.</p> <p>Verify new Housing Applications on Keyways, in accordance with the Allocations scheme, and checklists. Verify and attach required documents</p> <p>Verify and prepare adverts for properties on Keyways</p> <p>Prepare and verify shortlists in accordance with the relevant Housing</p>
----------------------------------	---

	<p>allocation scheme. Re verify all relevant documents to provide a suitable nomination.</p> <p>Feedback to local authorities and landlords the outcome of nominations.</p> <p>Assist customers to apply for Housing and other social landlord housing registers.</p> <p>Identify vulnerable applicants and ensure measures are taken to support them.</p> <p>Support the collection of performance information and statistical data as required.</p> <p>Maintain and update information in property shops.</p> <p>Regularly liaise with other RSL's private landlords and other agencies and develop links to support the housing options service. Attend meetings and participate in relevant forums.</p> <p>Provide performance information and collate statistical data as required.</p> <p>Maintain a detailed knowledge and understanding of relevant allocations policies to ensure accurate and up to date information and advice is given.</p> <p>Positively promote the Housing Options Service and participate in educational programmes.</p> <p>Assist with investigating and responding to complaints.</p> <p>Assist with Administrative duties, including stationary , invoicing on financial systems.</p> <p>Any other reasonable duties in relation to providing a comprehensive housing options service</p>
--	--

<p>Education, Qualifications and Training</p>	<p>General education – with GCSE (or equivalent) at a minimum of grade C in English or equivalent experience gained in a work related environment</p>
<p>Knowledge and Experience</p>	<p>A demonstrable track record of effective communication with a range of internal and external customers both individually and collectively</p>

	<p>Experience and knowledge of housing legislation and allocations policies</p> <p>Understands the barriers customers might face in accessing housing.</p> <p>Ability to deal with complex situations logically, with clear thinking and perseverance whilst under pressure.</p> <p>Aware of the help and support that is available to customers to access different housing options.</p> <p>Effective record keeping and time management skills couples with knowledge and competence in use of IT systems.</p> <p>Strong verbal and written communication skills.</p> <p>Ability to influence internal and external colleagues to deliver a shared objective.</p> <p>Able to meet set deadlines.</p>
<p>Role Specific Skills & Behaviours</p>	<p>Willing to implement change to working practices.</p> <p>Assumes delegated tasks and accepts responsibility appropriately.</p> <p>Promotes joint working across the organisation. Within locality team , and the wider team</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Able to represent the service in a positive and professional manner.</p> <p>Persuades and able to achieve the co-operation of others.</p> <p>Champions the concept of treating customers fairly, through personal demonstration of honesty, openness and transparency, and having respect for other's dignity.</p>