

Gravesham Borough Council

Division:	Housing & Operations
Department:	Neighborhood Housing
Post Title:	Housing Allocations Officer
Grade:	SC5 SCP 12 - 17
Hours	37
Responsible to:	Housing Allocations & Voids Manager

Job Description

Provide a responsive, sensitive, and professional front-line customer support service, ensuring the highest standard of service delivery at all times. This role involves assessing and verifying new housing register applications in accordance with Gravesham's Allocations Scheme, maintaining the housing register, and managing the advertising and shortlisting of all social housing properties.

This job description is intended as a working document only, giving a guideline to the major tasks to be performed. It is anticipated that the post will develop as working practices change in order to meet the demands of the service, new legislation or policies of the council. It is expected the post holder will contribute to and assist in the development of such changes

Job summary

1. Assess & verify housing applications & housing need in accordance with council policies and statutory requirements, and provide advice to people on the housing register about the status of their housing application.
2. Liaise with internal partners and external agencies, statutory bodies and service providers in a professional manner, to assist households in housing need.
3. Make appropriate referrals to ensure that the housing-related support needs of housing applicants are identified and appropriate referrals to support providers are made to prevent the risk of homelessness.
4. Consideration of medical information including to inform appropriate banding is awarded to households in housing need.
5. Maintaining and updating the housing register.
6. Undertake promotional advertising through targeted housing options as directed by the senior homelessness and allocations team manager aimed at vulnerable families; ex-offenders, persons with mental health or physical disability issues; or high-risk victims of domestic abuse to ensure we encapture engagement from customers.

7. To update and monitor relevant systems including, but not exclusive to, the lettings database, waiting list, transfer list and to update other records where appropriate including outcomes of offers, monitoring outstanding nominations and all appropriate offers and refusals.
8. To attend internal and external meetings on behalf of the allocation's service as and when required.
9. Monitor all allocations mail, including email, responding to queries and correspondence as required.
10. To undertake additional duties as required, commensurate to grade and character of the post.

Main responsibilities

To fully assess all new housing applications and provide a written decision in a timely manner to customers.

To respond to telephone calls and correspondence within the Council's specified target timescales.

Working in partnership with internal and other external agencies contributes to the achievement of the Council's overall performance objectives, community development, sustainability and development.

General

A commitment and contribution to the Council's Equal Opportunities Policy is an essential requirement of the post.

The post holder will carry out all duties and activities having regard to the provisions of the Health and Safety at Work Act 1974 and in accordance with any instructions from senior members of staff under that Act or any Council or Departmental Codes of Practice or Procedures.

The post holder will comply with Statute and Council Policy in all respects

To undertake any new or refresher training for modules and also to pass training onto users.

To carry out such other duties as may be required of you, commensurate with the grade and level of responsibility, as directed by management.

To participate as required in the Council's Emergency Planning Operations which may involve duties outside the post holder's normal job description and contracted hours. In the event that an incident has occurred which disrupts the council's ability to deliver its critical functions, the post holder will be expected to participate in the recovery stage which may include undertaking duties within the post holder's competencies in other departments and/or at other locations.

An awareness and commitment to section 17 which places a statutory duty on police and local authorities to work in partnership to reduce crime and promote community

safety. It is also required that community safety is to be a thread running through all functions of the LA

A commitment to excellent customer service and the values of the Council

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)	Good, proven, standard of written English Good, proven, communication skills Proven ability to use a variety of IT packages to prepare short reports on data and service statistics Ability to manage a large caseload with minimum supervision Ability to work well under pressure.	
KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively, e.g. of specific legislation or regulations)	A working knowledge of Housing Allocations & Choice Based Lettings Service Knowledge of Eligibility Regulations and housing advice relating to Housing Options. Awareness of the Data Protection Act Knowledge of and the understanding of the importance of confidentiality	Knowledge of part VI of the Housing Act 1996. Knowledge of any other relevant legislation.
QUALIFICATION TRAINING (Educational/vocational qualifications and other training) Verification will be required	4 GCSE's at grade C or above, including Maths and English, or equivalent qualifications	Housing, Business Administration or Customer Service qualification
EXPERIENCE (Level and type of previous experience)	Experience of working with the public Ability to work in a busy environment and prioritise effectively. Experience of carrying out administrative duties	Experience within a housing related field

	Good working knowledge of IT packages Eg: word and excel	
QUALITIES (Particular qualities necessary to carry out the works, e.g. ability to work under pressure or work cooperatively in a team)	<p>Excellent customer service perspective</p> <p>Assertive and can deal with confrontational situations</p> <p>Proven, good and supportive team player</p> <p>An organised and methodical approach to record keeping and files including electronic and manual systems</p> <p>Commitment to Equal Opportunities</p>	
SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)	<p>Must have adaptable and flexible attitude to work requirements</p> <p>Willingness and ability to undertake home visits</p>	Full clean driving license and use of vehicle