

## **Gravesham Borough Council**

**Division:** Social Housing  
**Department:** Housing Allocations & Voids  
**Post Title:** Senior Allocations Officer  
**Grade:** SO1/ SO2  
**Hours:** 37  
**Responsible to:** Housing Allocations & Voids Manager

### **Job Description**

#### **Job Summary**

Lead and develop the Housing Allocations Team to administer the Council's Housing Register, including the allocation of accommodation within the Council's own stock and nominations to partner registered providers, in accordance with the Housing Allocations Scheme under the support and guidance of the Housing Allocations & Voids Manager.

Support the Housing Allocations Officers to provide comprehensive housing advice and information to households in housing need to ensure their housing needs are met. Ensuring that vacant council homes are re-let efficiently, minimising void periods, and optimising the allocation of homes in line with the Allocations Policy considering the housing demand within Gravesham.

#### **Main Responsibilities**

- Provide strong supervision, support, and guidance to the Housing Allocations Team, with responsibility to administer the Council's Housing Register, and to provide comprehensive housing advice and information to households with a housing need.
- Ensure that allocations are made fairly and efficiently, balancing the needs of tenants with available housing stock.
- Liaise with relevant teams and tenant match prospective tenants to suitable properties.
- Oversee, monitor, and report on cases and lead the allocations team to provide assurance that robust enquires to determine the eligibility, qualification and prioritisation of Housing Register applications are being carried out in accordance with the Housing Allocations Policy, Part 6 Housing Act 1996, and other relevant legislation, policy, and guidance. Lead on complex cases where necessary.
- Support the Housing Allocations & Voids Manager to deliver service objectives and targets, using improvement plans where necessary, and reporting on outcomes.
- To support on a continuous approach to learning and improving knowledge of the team in relation to a wide range of areas including housing and homelessness law, welfare reform, landlord and tenant rights, immigration and asylum, and family law. To ensure revisions and updates to legislation are shared and interpreted the allocations team in a timely manner.
- To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications

- Assist the Housing Allocations & Voids Manager with Leading, mentoring and supporting the allocations team, ensuring high standard of performance and service delivery.
- Deliver clear targets set by the Housing Allocations & Voids Manager, monitor performance and provide regular feedback and training where needed.
- Assist with developing allocations policies and procedures, ensuring they are kept up to date with current best practices and legal requirements.
- Ensure compliance with relevant housing legislation, regulatory standards, and internal policies.
- Manage data related to voids, ensuring accurate record-keeping and reporting to management.
- Produce regular reports and analysis on void rates, allocations, and team performance.
- Maintain effective working relationships with key stakeholders, including partners within KentHomeChoice, local authorities, contractors, housing support services, and other relevant organisations.
- Assist the Housing Allocations & Voids Manager with responding to queries and complaints related to voids and allocations, ensuring a customer-focused approach.

### **General**

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 undertake any other duties as required which are commensurate with the level and nature of the post.
- To work out of hours as necessary to deliver the services required by the Council for example during the evenings or weekends.
- Embrace the values and behaviours of the Council.
- Comply with the Council's Safeguarding policy.
- Comply with the Council's Equal Opportunities policy, and to actively promote equality of opportunity wherever possible.
- Comply with the Council's Health and Safety policy.
- Participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.
- Participate fully in the Council's staff appraisal scheme and conduct officers one to ones.
- Participate in any relevant training for the duties of this post and to achieve the key objectives of the Council.
- Carry out any other related duties, which may be directed by the Private Sector Housing Manager.

|                                                      | <b>PERSON SPECIFICATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                |
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|                                                      | <b>ESSENTIAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>DESIRABLE</b>                               |
| <b>SKILLS, ABILITIES, KNOWLEDGE &amp; EXPERIENCE</b> | <p>Proven experience in a allocations role within the social housing sector.</p> <p>Strong understanding of housing legislation and allocations policies.</p> <p>Demonstrable team leadership and team management skills.</p> <p>Excellent communication and negotiation skills, with the ability to manage multiple stakeholders.</p> <p>Strong organisational and problem-solving skills, with the ability to prioritise workload effectively.</p> <p>Ability to work under pressure and meet tight deadlines.</p> <p>IT proficient, with experience in housing management systems and Microsoft Office.</p>                                                                                                              | <p>Knowledge of MRI &amp; Huume (database)</p> |
| <b>QUALIFICATION TRAINING</b>                        | <p>A – C Maths and English GCSE, Level 2 literacy and numeracy (or equivalents) or recent and relevant experience that demonstrates proficiency in English and Maths.</p> <p>Experience in working with local authorities and understanding housing demand.</p> <p>HNC/HND or equivalent (or working towards) in Housing.</p>                                                                                                                                                                                                                                                                                                                                                                                               |                                                |
| <b>QUALITIES &amp; APPROACH</b>                      | <p>Self-motivated and proactive, able to work unsupervised and under own initiative and go the “extra mile”</p> <p>Ability to prioritise competing demands in a pressurised environment, recognise service priorities and manage a caseload within agreed targets.</p> <p>Flexible and receptive to new ideas and a willingness to take ownership of problems to ensure successful service outcomes.</p> <p>A helpful, customer and outcomes focussed approach.</p> <p>Ability to deal with conflict and solve problems in a tactful and professional manner.</p> <p>Ability to work effectively and co-operatively with other team members to meet team objectives and with other teams across the whole organisation.</p> |                                                |

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|  | <p>Able to organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.</p> <p>Ability to meet performance targets and deliver positive outcomes.</p> <p>Good assertive communication and mediation skills in order to negotiate with customers, contractors and private landlords.</p> <p>Good empathic listening skills.</p> <p>Ability to make sound, non-judgemental decision.</p> <p>Committed to personal and professional development.</p> <p>Ability to work outside normal office hours when required.</p> <p>The ability to travel around the borough in an efficient and effective manner</p> |  |
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