Job Description

Management Group: **Place**

Department/Section: **Housing**

Job title: **Allocations Assessment Officer**

Reports to: **Housing Allocations Team Leader**

Grade: **Bexley07**

Working Hours: **Monday to Friday 36 hours per week**

Purpose of the Job

We are transforming our homeless service to improve homelessness prevention, reduce temporary accommodation and end street homelessness

You will be passionate about delivering a professional customer centred high-quality housing service that consistently impresses our customers whilst enhancing our reputation.

You will be part of a transitional change to staff working in an agile manner and to implement the housing services approach to agile working ensuring that housing services are delivered effectively.

You will be an energetic and an excellent communicator who works as part of a team that always seeks to understand first and create simple ways to keep people informed about things that are important to them.

You will apply huge personal integrity coupled with resilience to be part of a team that is known for delivering and keeping its promises. Your team will get things done on time, to the highest standards and learn quickly when things go wrong.

With infectious and unwavering levels of enthusiasm, inspiration and motivation you will be part of a team that is responsible for the day to day delivery of the: -

- Housing Allocations Service

Principle Accountabilities and Responsibilities

You will work effectively maintaining the housing and transfer registers through the allocation of social housing to eligible applicants and in accordance with Housing Legislation and the Allocations policies and scheme agreed with the partner associations.

You will be responsible for sourcing of appropriate applicants to make nominations and direct offers to housing providers in accordance with agreed deadlines.

You will ensure that our housing providers meet their voids turnaround time and rental income priorities are met, in order to ensure public spending are kept to minimum.

You will ensue the necessary ID supporting documents have been provided and verified and the necessary housing duty is in place before making nominations. You will ensure that rent accounts are up to date, and there is no ASB, previous rent arears, and you will engage with any appropriate support agencies prior to making offers so there is a co-ordinated and seamless transition to social housing.

You will familiarise yourself and keep up to date with BHC (Bexley Home Choice) Bexley's on-line application service, and biding platform.

You will familiarise yourself and be able to administer all the core functions of the allocation process from beginning to end, this includes making offers but also ensuring that the housing providers result the offers on CBL once the property has been accepted and families are housed. This will be carried out on a monthly/quarterly basis to ensure the HR numbers and kept to a minimum and the HR accuracy is maintained.

You will be placing adverts on a weekly basis ensuring that the marketing information and rent details of properties are accurate meeting required deadlines.

You will ensure that once the biding on properties has ended each week, you will shortlist properties in a reasonable and timely manner, checking each applicant is eligible before the nomination is sent to the housing association in accordance with required deadlines.

You will be responsible for the BAS lettings e-mail inbox with prompt professional responses.

You will request additional information where appropriate to ensure cases are accurately assessed. Issue subsequent forms i.e. medical forms to enable assessments to be carried out and make referrals as necessary to other departments or organisations.

You will be responsible for monitoring, and the up keep accurate records of MAPPA (Multi-Agency Public Protection Arrangements) cases and those serious offenders to ensure that all nominations made either to them or on their behalf, are checked with Jigsaw, probations officers and other appropriate organisations, and make those enquires securely and with sensitively in strict confidence considering colleagues, partners, and public safety at all times.

You will verify applicant's information and circumstances and obtain all necessary information as required by further contact with the applicant or other agencies, prior to approval for housing.

You will liaise with partner housing associations and other housing providers, local authorities and departments within the Council in relation to housing applications, approved urgent transfer requests and the allocation of accommodation.

You will co-ordinate all new builds schemes, from start to finish, liaise with property development, housing providers, and implement policies and adhering to LLP (local lettings plans)

You will be able to create basic reports from Civica to provide figures when prompted, for FIO (freedom of information requests) or similar as and when necessary, training will be provided.

You will respond to MP & complaints enquires and responses on the Icase worker platform, these include deadlines. You will deal with MP enquires and complaints that come into the service relating to Bexley home Choice, housing need, housing assessments and waiting times to the HR, you will offer a range of housing options and advise or sign posting where necessary.

You will participate in the Move UK scheme including nominations under the Seaside and Country homes scheme.

You will ensure that the targets set by the housing providers are met in relation to the level of service provided to general public in accordance with the Service Specification.

You will maintain accurate written and electronic records/information regarding applications, including general contact information and any other relevant information associated with delivering a seamless applications process, keeping this information up to date always, and providing detailed reports as requested by management.

You will provide a high-quality advice, application service that maximizes the number of households who are able to move successfully into good quality, affordable housing.

You will understand and keep up to date with local and national policies affected by legislation regarding Allocations and housing as well as changes in state benefits, landlord and tenant law and other relevant legislation and guidance relating to the service area.

You will liaise with colleagues within the team and the wider Housing Options service to provide a stream lined and seamless service to applicants applying to the housing register to ensure an efficient process is in place to assess and register an applicant's application for housing.

You will develop and maintain close working relationships with other Council services and a wide range of other stakeholders in order to verify and facilitate the flow of information, achieve the prompt resolution of complex problems and ensure that, even where an input is required from a number of teams, service delivery is properly co-ordinated and the service user is kept fully informed of developments.

You will deliver a stream lined high quality customer focused service ensuring telephone calls, emails, letters and complaints are fully responded to promptly and to the highest possible standard in compliance with corporate guidelines or as instructed by the service manager.

You will promote the use of the private rented sector as a viable alternative to social rented housing, in order to encourage independence, prevent homelessness, provide sustainable housing solutions and reduce the Council's use of temporary accommodation.

You will ensure appropriate performance management systems are in place to effectively report, as required, on performance, against local and corporate targets.

You will contribute to develop and review policies and procedures in line with the policy framework to ensure that they meet legal requirements and best practice.

You will identify issues and improvements surrounding ICT and system management and to highlight and assist in the areas of development.

You will be responsible for the security and safe keeping of information data bases, and to use the lap top for out of hours home working.

You will contribute and adhere to LBBs financial regulations, standing orders, policies and procedures.

Undertake any other appropriate duties as required by the service or instructed by the Service Manager.

This job description sets out the main result areas of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the post.

Person Specification

Management Group: **Place**

Department/Section: **Housing**

Job title: **Allocations Assessment Officer**

	Essential	Desirable
Qualifications	Good education Evidence of continued personal development	Educated to degree level
Knowledge	Knowledge of Housing Act 1996 Part V1, Localism Act 2011 and relevant legislation, good practice, case law as relevant to the portfolio	Membership of a professional body (CIH) or other relevant body
Experience	Proven experience of shaping services and delivering change in an environment of change.	
	Experience of housing and of managing housing applications.	
	Proven experience of collaborative working and how to build effective partnerships.	
	Experience of working effectively with elected Members and in partnership with other agencies.	
	Relevant experience of working in a local authority or social/private housing sector environment	
	Experience of being organised and the ability to work in a busy performance focused environment and able to prioritise workloads effectively	
	An ability to be part of a productive working environment where staff are	

	clear about expectations and committed to the vision, goals and expectations of the organisation and service.	
Aptitude & Skills	Ability to work effectively both individually and as a team member in a fast pace environment.	
	Excellent and effective communication (verbal and written) and negotiation skills at an internal and external level	
	Excellent negotiating, liaising and skills to customers, staff and stakeholders. Ability to develop and maintain effective partnerships with a wide range of stakeholders as well as communicate ideas and issues effectively to several stakeholders in a range of circumstances.	
	Committed to being performance driven and able to deliver against challenging performance targets.	
	Customer orientated in the delivery of the housing service and the ability to be pro-active and go the "extra mile"	
	Solution focused with the willingness to constructively and contribute ideas for improvement.	

Expected Behaviours & Values

Organised and target driven.

Be able to set and maintain the highest standards in professional relationships and behaviour with customers, colleagues and other external contacts.

Flexible and proactive with a commercially-minded approach to developing services and sustain relationships with landlords and letting agents.

Seek, encourage and recognise ideas, initiatives and improvements to deliver better services.

Encourage and support themselves and others to think differently, to question and to try new ways of doing things.

Lead from the front, ensuring visibility, communicating in a straightforward open way.

Build a strong network of collaborative relationships internally and externally.

Take quick confident decisions, to move things forward to meet organisation goals.

Honestly reflect on my personal style and its impact on others and develop my skills so I can adapt my style as appropriate

Willingness to undertake home visits which are effective and take into account health and safety requirements.

Equal Opportunities	Equal Opportunities Understand and demonstrate a willingness to promote positively Equal Opportunities
Training	Training Undertake all mandatory training relevant to the role and be responsible for your own Continuing Professional Development You will assist colleagues with induction, training and development of new staff and the section by training on I.T. systems and through mentoring, job shadowing and/or presentations.

High Performance Indicators

Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands I am prepared to take managed risks to achieve better outcomes I ask 'What if…? to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I routinely look for innovative and cost-effective ways to improve performance and customer service I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	Can demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley	I take responsibility for my service and for making things happen to make a difference to my service users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs I seek to build and maintain positive relationships with customers and partners	am accessible to my service users, customers, staff and Members I communicate and share a clear vision for the bigger picture as well as specific service areas I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents I take responsibility for making things happen and achieving my objectives I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I design services that provide value for money and deliver our outcomes, informed by evidence I produce, prioritise and adapt plans to meet changing requirements I set interim goals to achieve notable wins on the way to larger objectives I am able to deal with poor performance