Job Description

Date July 2015
Post Title Housing Access Officer
Post No. SSPH0072
Grade Scp 24 - 29
Section Housing Needs
Service Area Regeneration, Investment & Housing
Service Grouping Housing & Community Regeneration
Responsible To Housing Access Manager

Job Purpose

To assist the Housing Access Manager in the efficient administration of the common housing register.

To ensure that the common housing register allocations policy is adhered to and that nominations to Registered Social Landlords are carried out in accordance with agreed procedures.

Develop and manage local performance indicators that demonstrate the Council's response to local needs and priorities.

To provide comprehensive housing advice and information to households in housing need in order to prevent homelessness.

To provide information on Housing Need to inform the Housing Strategy and to develop opportunities for the applicant to express choice and preference relating to accommodation.

Key Results Areas

Frontline Service Provision

1. To administer the Common Housing Register within the provisions of the agreed Allocation Policy. Ensure that best use of social housing stock is made, reflecting a sensible balance between the needs of the Housing Register, the requirements of communities and the obligations under the Council’s Homeless and Housing Strategies.

2. To nominate applicants from the housing register to Registered Social landlords in line with the Council’s agreed allocations policy and in relation to prescribed nomination agreements.

3. To assist the Housing Access Manager on the assessment of housing need via the housing register and in accordance with Council Policy and the legal framework and to prevent homelessness occurring where possible.

4. Investigation of all applications for housing where there is issue over the applicants (or a member of the applicants household) eligibility for an allocation of accommodation in order to ensure that only eligible applicants are admitted onto the housing register in accordance with legislative requirements and the housing register published policies and procedures.
5. The provision of reports and statistics as required for the Home Options Assessment Panel and Health and welfare needs assessment Panel.

6. Provide a comprehensive response to telephone and face to face enquiries regarding the Home Options allocation scheme and process for joining the Housing Register.

7. Ensure that applicant’s records, both manual and electronic, are up to date and registered in line with agreed policies and practices.

8. To fully inform all clients of their legal rights and of the housing options available to them, and assist customers with a range of housing advice as it the Council’s statutory duty to do.

9. To assist clients in completing application forms for housing and related services eg Housing Benefit.

10. To undertake initial homelessness declarations and provide assistance to persons making declarations, in accordance with the law.

11. To investigate, assess and advise clients on options open to them to retain existing accommodation or secure suitable re-housing by representation or advocacy, where appropriate.

12. To undertake visits to applicants as appropriate in order to verify applications and information provided.

13. Develop working relationships and partnerships with other bodies such as Supporting People teams, voluntary sector organisations and social services in order to meet housing and support needs for applicants and ensure that our housing policies interact with other programmes of care and support.

**Strategy and Homelessness**

14. Work closely with the Housing Access Manager to ensure that Allocation policy assist with combating homelessness as well as meets identified housing need.

15. Assist with the preparation of the Housing Strategy with particular reference to measurement of the City Council’s housing need, access and movement to and within social housing, effectiveness of local lettings policies and building sustainable communities.

16. Work with RSL’s to assist in reducing the numbers of homeless people and to assist in the consistency of the common housing register allocation policy between the City Council and the Housing Associations.

17. To assist in the project management of major projects such as a Common Housing Register and others.

**Team and Performance Management**

18. Ensure that the allocation service is delivered to clear standards by developing a range of pre-set targets for key areas, gathering data and using the information to show performance and highlight improvements/deterioration in service levels.

19. To meet performance management targets and performance indicators relevant to the service area and to keep accurate management information.

20. To monitor adherence to the common housing register allocation policy and nomination agreements.

21. To be aware of and to manage change in terms of legislation and a changing environment for the service area.
Other Duties

22. To deputise for the Housing Access Manager where appropriate.

23. To carry out duties and responsibilities, where necessary, appropriate and practicable, of the same grade within the Housing Needs Unit in order to ensure that a seamless and consistent service is provided to all customers.

24. To contribute to and adhere to the Council’s financial regulations, standing orders, policies and procedures, in particular: Health and Safety, Confidentiality, Equal Opportunities, Data Protection and Customer Care.

Qualifications and Experience

Educational standard to ‘A’ level or equivalent or have at least 3 (three) years relevant experience.

Understanding of and minimum of 2 (two) years experience of Frontline Housing work

Supervisory Responsibilities

To provide assistance to the Housing Access Manager in the management of the Housing Access Assistant

Supervision Received

Housing Access Manager

Principal Contacts

Customers/Clients
Housing Access Manager
Housing Options Team
Tenancy Support Team (TASA)
Temporary Accommodation providers
Social Services, Finance, Environmental Health, Grants, Housing Management and other sections within the Authority
Registered Social Landlords and other housing providers
Other statutory (Probation Service, Police, etc) and voluntary agencies (Mind, Womens Aid, etc)
Banks, Building Societies and other financial institutions
Providers of support/management/maintenance services

Special Conditions

The postholder may wish to be a member of the “out of hours” homelessness team.

Disclosure and Barring Service Disclosure

This post will result in you having substantial contact with children, the elderly, sick or disabled. The Authority, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children’s Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those which would normally be regarded as spent. You must complete the relevant section on the application form – your application will be returned if this section is incomplete. If successful in your application you will subject to a Disclosure and Barring Service Disclosure. Further information about Disclosure and Barring Service Disclosures and the Council’s approach to recruiting ex-offenders should follow the application form, if not contact the person named in the advertisement.

This job description sets out the main duties 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 entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.
# Job Requirement

**Date**

July 2015

**Post Title**

Housing Access Officer

**Service Area**

Regeneration, Investment & Housing

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Essential or Desirable</th>
<th>How Tested (S) used at Shortlisting</th>
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<tbody>
<tr>
<td><strong>Education/Qualifications/Knowledge</strong></td>
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<tr>
<td>1.1 Educational standard to 'A' Level or equivalent or have at least 3 (three) years relevant experience</td>
<td>E</td>
<td>Application Form/Interview (S)</td>
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<td>1.2 Understanding and direct working knowledge of Social Housing</td>
<td>E</td>
<td>Application Form/Interview (S)</td>
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<td>1.3 Qualification in Housing</td>
<td>D</td>
<td>Application Form/Interview</td>
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<tr>
<td><strong>Experience</strong></td>
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<td>2.1 Minimum 2 (two) years experience of frontline Social Housing Work</td>
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<td>Application Form/Interview (S)</td>
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<td>2.2 Computer literacy in standard software packages such as Word, Excel and Access.</td>
<td>E</td>
<td>Application Form/Interview(S)</td>
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<td>2.3 Previous experience of Allocations/Housing Advice/Homelessness</td>
<td>D</td>
<td>Application Form/Interview</td>
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<td>2.4 Experience of Nomination Agreements</td>
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<td><strong>Aptitudes and Skills</strong></td>
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<td>3.1 Able to supervise and motivate staff and work effectively in a team structure</td>
<td>E</td>
<td>Application Form/Interview (S)</td>
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<td>3.2 Excellent Written and Verbal Communication Skills</td>
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<td>Interview</td>
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<td><strong>Personal Attributes</strong></td>
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<td>4.1 Leadership capability</td>
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<td>Interview</td>
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<td>4.2 Good Time Management and Organisational Skills</td>
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<td>Interview</td>
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<td>4.3 Motivated to implement and achieve set targets and standards</td>
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<td>Application Form/Interview(S)</td>
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<td>4.4 Customer Focus</td>
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<td>Interview</td>
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<td>4.5 Ability to work under pressure and to meet deadlines and targets.</td>
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<td>Application Form/Interview(S)</td>
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<td>4.6 Ability to deal with a changing working environment and to guide other staff through this process.</td>
<td>E</td>
<td>Interview</td>
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### Circumstances

| 5.1 Able to work unsocial hours | E | Application Form(S) |
| 5.2 Have a current full driving licence | D | Interview/Application Form |
| 5.3 Welsh speaking | D | Application Form |

### Equal Opportunities

| 6.1 Understand and demonstrate a willingness to promote positively the Equal Opportunities Policy of Newport City Council | E | Interview |