

## LONDON BOROUGH OF REDBRIDGE

### ROLE DESCRIPTION AND PERSON SPECIFICATION

<b>Role Title:</b>	Housing Supply Assistant		
<b>Directorate:</b>	Place	<b>Grade:</b>	LBR4
<b>Department:</b>	Housing	<b>Hours/weeks:</b>	37 ½ Hours a week
<b>Function:</b>	Housing Needs	<b>Post number:</b>	
<b>Team:</b>	Housing Needs	<b>Base/location:</b>	Lynton House
<b>Reports to:</b>	Housing Supply Team Leader		
<b>Responsible for:</b>	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion		

Role and Context	
<b>Overall Role Purpose:</b>	<p>To support the letting and assessment functions in the Supply team, providing an effective system and administrative service for</p> <ul style="list-style-type: none"> <li>- Housing register assessments under part VI of the Housing Act 1996</li> <li>- Allocating accommodation under part VI of the Housing Act 1996, essentially to council and registered provider homes</li> <li>- Allocating temporary accommodation and private rented accommodation to prevent homelessness and discharge the homeless duty (PRSO's)</li> <li>- And making placements into temporary accommodation</li> </ul> <p>To operate the process for providing storage and removals support for homeless households, where there is a statutory duty to protect their belongings.</p> <p>To provide support to the Team and the Team Leader.</p>
<b>Role Context:</b>	<p>This position is fundamental to the provision of register assessment, and allocations processes across the range of areas affecting vulnerable customers on the housing register, in temporary accommodation and who are being assisted into the private rented sector to prevent homelessness or discharge the housing duty.</p>

Key Accountabilities and Result Areas	
<b>1. Strategy and Planning</b>	To work with the Housing Supply Team Leader and Senior Housing Supply Officer to effective systems, process and information provision and preparation relating to the functions of the team.

<p><b>2. Operations and Support</b></p>	<p>To contribute as a member of the Housing Supply team.</p> <p>To manage own work, keeping clear and accurate records and updating systems appropriately so there is a clear audit trail of activity</p> <p>Deal with customer requests for information and prepare paperwork for the Senior Officer to enable responses, for example to subject access requests</p> <p>Provide a telephone cover service within the team ensuring a professional response to customer enquiries</p> <p><u>Housing register assessments:-</u> Allocate new assessments, scan relevant documents and upload paperwork to info@work</p> <p>Provide other administrative support to the process as required</p> <p><u>Permanent allocations:-</u> Receive and log registered provider (RP) and council void properties that are available for allocating on the choice based lettings system.</p> <p>Upload advertisements for voids onto novalet.</p> <p>Monitor the progress of allocating voids and provide updates as the process is progressing to the Senior Officer and Team Leader.</p> <p>Run shortlists from the systems in preparation for officers to verify.</p> <p>Send out standard officer offer letters to shortlisted applicants and nomination letters to RP's and the Council's Housing Management Service.</p> <p>Chase providers for the outcome of nominations and for tenancy start dates. Record these on novalet and info@work.</p> <p>Re-allocate properties that have been refused for re-allocation.</p> <p>To close files once applicants have been rehoused and amend records accordingly.</p> <p><u>Temporary Accommodation/Prevention/PRSO – allocations and lettings:-</u> Log TA requests from Housing Solutions and from Reviews and ensure these are updated onto the system</p> <p>Run system shortlists for temporary accommodation to enable allocations officers to match households</p> <p>To prepare paperwork for the letting of temporary accommodation on behalf of the Allocations and Lettings Officers.</p> <p>Complete paperwork and relevant system updates post lettings interview, including scanning documents to information@work and making sure last night requests are actioned.</p> <p>Receive referrals for customers assessed as requiring storage or removals support and process requests in line with the procedures, including allocating agreed grants.</p> <p>Provide other administrative support to the process as required</p> <p>Any other duties appropriate to this area of work and consistent with the level of the post as may be required from time to time.</p> <p>Follow up requests for outstanding information on behalf of the Senior Officer and Team Leader</p> <p>Provide a customer-focussed and efficient service to customers</p> <p>On occasion, to interview applicants in the advice centre.</p> <p>Any other duties appropriate to the post and grade.</p>
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<b>3. Systems and Process Development and Improvement</b>	<p>Maintain and update filing systems and records, including computer records and ensure that they are maintained in a systematic, appropriate and confidential manner.</p> <p>To maintain customers electronic files on info@work providing a thorough audit trail of activity and key documents in line with agreed process</p> <p>Log information related to assessments and allocations as directed in order to support effective recording, monitoring and reporting in the team.</p> <p>Maintain systems for allocating work in the relevant topic areas within agreed timescales.</p> <p>Collect and collate and prepare information to assist the response to Members Enquiries, Complaints, and Ombudsman Enquiries, Freedom of Information Requests as directed.</p>
<b>4. Communication Partnership</b>	<p>Work professionally with service users, their representatives and other agencies.</p> <p>Work effectively and efficiently with colleagues within the service, across other departments and external agencies to deliver an excellent customer focused service, meeting set targets and KPI's</p> <p>To understand the value of information to the council and to contribute to good information governance by keeping information safe, accurate and up to date and available to those who need it. Officers are required to abide by the council's information governance policies.</p> <p>The officer is required to take reasonable care for the safety and health of themselves and others who may be affected by their acts; and to work with management to comply with Service/Unit procedures and protocols and with Redbridge Council's Health and Safety Policy and all guidance, instructions and risk assessments. In particular the officer is required to attend training relevant to their post in order to ensure their health and safety responsibilities are met.</p> <p>Internal Contacts: Staff in Housing, especially the Housing Management voids team, Housing Solutions and Reviews</p> <p>Key external contacts Councils' choice based lettings providers Choice Homes UK and Abritas, RP's, , other Local Authority Housing allocations teams., advocates, Advice Agencies, People Directorate, Health, third sector providers, service users, their friends, relatives and advisors</p>
<b>5. Performance and Standards</b>	<p>Responsibility for accurate record keeping and use of systems to ensure ability to report on customers individual service provision and overall rehousing trends</p> <p>To support officers so that processes are proactively managed and key deadlines, especially around void turnaround, are adhered to</p> <p>To provide statistical information as requested, particularly related to voids.</p> <p>Processing relevant documentation relating to assessment and allocations.</p>
<b>Key Performance Outcomes</b>	<p>Local authority void turnaround Time taken to conclude housing register assessment Numbers of prevention properties and PRSO's let Numbers in B&amp;B over 6 weeks Void turnaround and void percentage for TA</p>
<b>6. Resource Management</b>	<p>The postholder has no specific budget management responsibilities.</p>
<b>Corporate Accountabilities</b>	<p>All employees of the Council should undertake and conduct their work with due regard to the corporate accountabilities (available on the Redbridge Council website). These include responsibilities for outcomes regarding Equality, Conduct &amp; Behaviour, Health &amp; Safety, Data Protection, Safeguarding and Customer Care.</p>
<b>Flexibility</b>	<p>The key responsibilities and duties of the role are neither exclusive nor exhaustive. All workers are expected to operate flexibly to support delivery of services and from time to time will be required to undertake</p>

	responsibilities outside the normal remit of role description as required by the line manager, which are broadly commensurate with the job level and scope of competence.
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Person Specification		A - I - T
Knowledge & Experience		
Method of candidate assessment: A = Application form I = Interview T = Test		
Statutory or Mandatory qualifications:	<List any mandatory qualification required by statute, or state "No Mandatory Qualification Required"> No Mandatory Qualification Required	A
Educational Ability	Level 2: Good knowledge & understanding of a subject, ability to perform variety of tasks with some guidance.  May be evidenced by: GCSEs grades A*-C; NVQ level 2; BTEC First; and equivalent qualifications, or evidence of demonstrable application in the course of experience.	A
Key Subject or Content Areas (inc: Desirable Qualifications)	None	AI
Knowledge	A basic knowledge of part VI the 1996 Housing Act, and the Council's Housing Allocations policy  An awareness of issues facing local authority housing services and local services to address them  A good working knowledge of a wide range of ICT packages  Good knowledge of a wide range of administrative systems and processes	AI
Experience	Experience of providing an excellent level of customer service  Experience of working in a team  Experience of working in a demanding front line customer service environment  Experience of communicating with a wide range of people in writing and by telephone  Experience of using initiative and problem solving	AI
Skills / Abilities	Ability to maintain accurate records.  Understanding of customer care and a commitment to delivering responsive services that meet customer's needs  Good oral and written communication skills  Able to work with a range of customers and help to solve problems  Ability to work effectively with a wide range of people and organisations.  Ability to prioritise competing demands and meet deadlines whilst working under pressure.  Proactive, flexible and responsive  Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances  Ability to plan and prioritise  Ability to effectively use range of IT applications including database, Word, spreadsheet.  Meticulous, organised and thorough	AI

<b>Special Conditions of Service</b>	<p>Must demonstrate an understanding of the issues relating to equal opportunities in service delivery and provision and to actively promote ways of eradicating racism, sexism and other forms of negative discrimination through the Council's policies and procedures.</p> <p>To comply with the Council's Health &amp; Safety Policy.</p>	AI
<b>Corporate Behaviours</b>	<p>The Council has a set of behaviours that all employees are expected to deliver in the performance of their role. The behaviour framework can be found on the Council's internet page, and these should be reflected in your application and the way you work. As part of an individual's personal development Redbridge expects employees of all levels to be continuously developing these core behaviours.</p>	AI
<b>Effective and Collaborative Team Working</b>	<p>To take responsibility for personal development and actively participate in all learning and development.</p> <p>To participate in the ongoing development, implementation and monitoring of service plans.</p> <p>To support and contribute to value for money, service efficiency and improvement.</p>	AI
<b>Working Pattern and travel</b>		AI
<b>Safeguarding and Disclosure</b>	<b>DBS Disclosure Required?</b> Not required / <u>Basic</u> / Enhanced	A T
<b>Special Factors or Constraints</b>	•	