

LONDON BOROUGH OF REDBRIDGE

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Housing Customer Contact Officer		
Directorate:	Place	Grade:	LBR9
Department:	Housing	Hours/weeks:	36 hours/52.14 weeks
Function:	Housing Needs	Post number:	
Team:	Housing Customer Contact Team	Base/location:	Lynton House
Reports to:	Housing Customer Contact Team Leader		
Responsible for:	No direct line management but may be responsible for the supervision of assistants, trainees and work placement staff on occasion		

Role and Context	
Overall Role Purpose:	<ul style="list-style-type: none"> To provide an effective, professional service which includes offering customers in housing need a full range of advice and interventions related to their housing options in the private and public sector with the aim of ensuring a comprehensive service to prevent homelessness To provide an effective, professional customer experience for all contacts, including email contact into all generic inboxes and telephone duty cover. To reduce the need for provision of temporary accommodation and resulting expenditure by ensuring effective options, prevention and relief activity To take responsibility for the recording of high quality, key data on homelessness for submission to the Department for Communities and Local Government ensuring key trends on homelessness, the causes and solutions are available for analysis locally and to the Government to measure the impact of homelessness nationally To ensure that any documents that the customer wishes to attach to it's file are carefully scanned and appropriately matched to their file. To ensure that all repair queries are passed off to the relevant department as appropriate To ensure that all CBL queries are resolved at first contact and to signpost the customer to the online application process To ensure that the Housing pages on the Council website are up to date and contain relevant information.
Role Context:	<ul style="list-style-type: none"> This position is fundamental to the provision of housing advice and homelessness services to vulnerable customers who may approach the council for assistance as a result of the Housing Act 1996 and Homelessness Reductions Act 2017 duties, and other key housing legislation, alongside the Children Act and the Care Act. This is a specialist role that will be at the forefront of the prevention of homelessness, and at the cutting edge following the introduction of the Homelessness Act 2017. Officers will work with a full range of customers and scenario's but may specialise in teams focussed on prevention for single people, prevention for families or homeless assessment decision-making

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Key Accountabilities and Result Areas

1. Strategy and Planning	<ul style="list-style-type: none"> • The post holder will be required to have comprehensive knowledge of all customer experience journeys including email and telephone cover, other general housing legislation, welfare benefit expertise and knowledge of the adult & children social care environment and impact and to use this knowledge to support customers and achieve positive outcomes • The post holder will be required to have specialist knowledge of the Housing Act 1996, the Homelessness Reduction Act 2017, the Children Act, and the Care Act. Combined with specialist knowledge of the Welfare Reform Act. • The post holder needs to use this knowledge to work collaboratively with customers to identify the most appropriate and effective solutions to their housing problems and to do so proactively at the most appropriate time – ensuring the maximum opportunities for early intervention • The post holder will be required to be innovative, dynamic and solutions focussed and consider and pursue all available housing options to prevent the customers from becoming homeless. • The post holder will be required to use their experience to contribute to the ongoing development and design of the service and solutions for customers.
2. Operations and Support	<ul style="list-style-type: none"> • To provide an effective, customer-focussed and efficient service to customers presenting with housing problems; to support them in keeping their current home or in accessing a new home in the public or private sector. • To prioritise early intervention and create an environment for responding to customers issues as soon as possible • To provide proactive and timely housing advice to customers so they understand their current housing position, their rights and responsibilities in their current accommodation including in respect of security of tenure, protection from eviction, accommodation condition and repair, rent and mortgage debt and tenancy deposit protection, matrimonial rights and referrals are made to the landlord and tenant specialist as appropriate • To advise customers on full range of options to solve their housing problem, including <ul style="list-style-type: none"> - how the council can intervene if they are threatened with homelessness - joining and priority on the housing register and housing mobility options - options for private renting, supported housing, moving out of London, shared ownership and obtaining a mortgage • To refer customers for specialist information as necessary – on landlord and tenant issues, mobility options, resettlement and rough sleeping • To assess the customers housing needs in accordance with the Homelessness Act 2017 and to do so in the context of the potential for customers vulnerability under either the law on housing, the Care Act 2014, or the Children's Act 1989 • To provide an effective customer experience service for all applicants and where appropriate to those whom the council may not have a statutory duty. This should include advice to sustain their current accommodation and to identify other options in the private rented sector accommodation, hostels and supported housing, refuge or other solutions which may help to prevent or defer homelessness. • To carry out casework on the customers case – collating and analysing initial information and documentation relating to a client's circumstances, using available prevention tools and deciding in line with new legislation when to move an application from a prevention or relief stage to the final duty the council may owe the applicant • To use relevant identity/credit software that enables the service to check and verify the accuracy of a homeless approach or application, and the circumstances affecting the service user. • To refer to the provision of temporary accommodation where necessary • To carry out detailed enquiries on cases subject to statutory review proceedings as directed by the Housing Reviews Manager. • To comply with all relevant statutory requirements, Government Guidance and Codes, Redbridge policies and procedures, professional and performance standards and best housing and homelessness prevention practice. • To ensure the accurate recording of all customers and all advice and support provided and to ensure this is actively updated as situations change. To maintain accurate written and computer records, reports, & other monitoring information as required in connection with the various duties

	<p>undertaken, and keep other records necessary to provide an adequate management information data base and electronic file</p> <ul style="list-style-type: none"> • To advise clients of available tenancy support services including floating support, income maximisation, debt and rent arrears advice, Discretionary Housing Payments, Housing Benefit support, mobility mutual exchange and under-occupation schemes • Any other duties appropriate to the post and grade.
3. Systems and Process Development and Improvement	<ul style="list-style-type: none"> • To utilise all available systems, including QMatic to effectively deliver a housing needs service by minimising waiting times. • To maintain customers electronic files on info@work providing a thorough audit trail of activity and key documents in line with agreed process • To ensure that all email correspondence is responded to within the Housing Needs strict timeframes.
4. Communication Partnership	<ul style="list-style-type: none"> • To develop effective working relationships with colleagues within Redbridge, other council and statutory services, external bodies, service users, landlords as well as voluntary and other housing organisations and ensure effective referrals. • To assist in developing full range of information and publicity for all clients as well as supporting the development of internal procedures. • 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. • To provide advice services to clients through personal or telephone contact, correspondence, advocacy, reception, surgeries, workshops and talks to customer groups. • To deal with enquiries, complaints and correspondence from clients and their advocates, including solicitors, councillors, MPs, the ombudsman and other housing providers, in line with the Council's complaints and enquiries procedure. • Prepare information as required to support court cases for which the post-holder is responsible (reviews and appeals, judicial reviews etc.). • 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. • Officers are required to liaise with customers, statutory organisation, advocates and third sector providers to arrive at a sustainable housing solution for customers with complex and multiple needs for example mental health combined with drug and or alcohol addiction. • Internal Contacts: Staff in Housing and across other council services • External Contacts: MPs, Solicitors, Advocates, Advice Agencies, People Directorate, Health, Redbridge Enforcement, Youth Offending Team, Police, Probation Service, private sector landlords, Hostels and Bed & Breakfasts, service users, their friends, relatives and advisors.
5. Performance and Standards	<ul style="list-style-type: none"> • Recognising the critical impact of homelessness on customers, and delivering early, accurate and high quality advice • Responsibility for accurate record keeping and use of systems to ensure comprehensive ability to report on customers individual service provision and overall homeless trends • To ensure that all customer contact is proactively managed and key deadlines - for the provision of actions on customers individual plans, as well as key process deadlines on casework management are adhered to • To answer members enquiries and draft responses to complaints / enquiries on individual cases as required. • To provide statistical information on performance as requested.
Key Performance Outcomes	<ul style="list-style-type: none"> • Homelessness is prevented • Temporary accommodation numbers are reduced • Homelessness decision making targets are met • Expenditure on temporary accommodation is reduced • A first in class customer experience at every contact

6. Resource Management	<ul style="list-style-type: none"> • The postholder has no specific budget management responsibilities. However decisions can have significant financial impacts and cause both the commitment of resources and of long term housing provision commitments. As below: <ul style="list-style-type: none"> - to provide support for various housing options (for example provision of a rent incentive); - homelessness decisions to accept or refuse a duty; - or to provide temporary accommodation;
Corporate Accountabilities	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 & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.
Flexibility	<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 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.</p> <p>The postholder may be required to participate in the rota to provide the homelessness out of hours service</p>

Person Specification		A-I-T
Knowledge & Experience		<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>
Statutory or Mandatory qualifications:	<p><List any mandatory qualification required by statute, or state "No Mandatory Qualification Required"></p> <ul style="list-style-type: none"> No Mandatory Qualification Required 	A
Educational Ability	<ul style="list-style-type: none"> Level 4: Specialist learning with ability to undertake detailed analysis of a high level of information and knowledge in an area of work or study. May be evidenced by: Certificates of higher education; NVQ level 4; HND; BTEC Professional; and equivalent qualifications, or evidence of demonstrable application in the course of experience. 	A
Key Subject or Content Areas (inc: Desirable Qualifications)	<ul style="list-style-type: none"> A deep understanding of customer experience required with at least three years experience of dealing with customers required A good knowledge of all homelessness legislation as covered by the 1996 Housing Act Part VII and the Homelessness Reduction Act 2017, housing advice law (security of tenure, disrepair, rent arrears) the Protection from Eviction Act 1977, housing allocations as covered by the Housing Act 1996 part VI and other housing legislation, welfare benefit expertise and adult and children social care and health knowledge 	AI T
Knowledge	<ul style="list-style-type: none"> Understanding of customer experience and good practice understanding of inner city housing issues Understanding of access to social housing locally Awareness of issues and initiatives facing local authority housing Good knowledge of relevant Lettings, Homelessness and Housing Act legislation including security of tenure and private tenants' rights Good knowledge of relevant case law and Codes of Guidance A good knowledge of services, benefits and support available to applicants experiencing housing problems 	AI T
Experience	<ul style="list-style-type: none"> Experience of providing an effective advice service to members of the public Experience of implementing an equality and diversity approach to service delivery Experience of working in a team Experience of working in a demanding front line customer service environment Experience of dealing effectively with confrontational and challenging situations Experience of working with vulnerable customers and providing appropriate support Experience of working with homeless customers and those in housing need Experience of carrying out interviews, investigations, negotiations Experience of effective record keeping including electronically Experience of successfully working to performance targets and deadlines 	AI T
Skills / Abilities	<ul style="list-style-type: none"> Excellent interpersonal skills including active listening, advocacy and negotiation Excellent communication skills including the ability to write detailed technical letters and reports and to direct complex interviews and convey complex advice simply and understandably to customers Ability to gain, and retain, the confidence and respect of staff, service users and other contacts. Ability to work unsupervised, prioritise workloads and achieve targets and deadlines Ability to gather information and interpret complex issues e.g. legislation and Case Law quickly, to think creatively about problems and identify solutions Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances IT literate and able to use computer software effectively Demonstrate a positive attitude towards customer service Be self-motivated and be able to work under pressure Demonstrate a flexible and innovative approach to problem solving Ability to be pro-active and creative in preventing homelessness and resolving complex customer problems 	AI T

Special Conditions of Service	<ul style="list-style-type: none"> To work outside normal working hours to respond to emergencies or attend meetings 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. To comply with the Council's Health & Safety Policy. 	AI T
Corporate Behaviours	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.	AI T
Effective and Collaborative Team Working	<ul style="list-style-type: none"> To take responsibility for personal development and actively participate in all learning and development. To participate in the ongoing development, implementation and monitoring of service plans. To support and contribute to value for money, service efficiency and improvement. 	AI T
Working Pattern and travel	•	AI
Safeguarding and Disclosure	DBS Disclosure Required? Not required / <u>Basic</u> / Enhanced	A T
Special Factors or Constraints	•	