

LONDON BOROUGH OF REDBRIDGE ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title:	Reviews Assistant		
Directorate:	Place	Grade:	LBR5
Department:	Housing	Hours/weeks:	36 hours/52.14 weeks
Function:	Housing Needs	Post number:	
Team:	Housing Reviews & Service Improvement	Base/location:	Lynton House
Reports to:	Reviews & Service Improvement Manager		
Responsible for:	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion		

Role and Context	
Overall Role Purpose:	<ul style="list-style-type: none"> To support the reviews function in Housing Needs, providing an effective service to acknowledge, log and track reviews casework To support the Reviews & Service Improvement Manager in ensuring an effective response to the range of Housing and Homelessness reviews covered in the te4am and the complex complaints function. To prepare and provide all paperwork and information required for appeals in the County Court and beyond working with officers in the team and Redbridge Legal Services.
Role Context:	<ul style="list-style-type: none"> This position supports an effective response to reviews as a result of the Housing Act 1996 and Homelessness Reductions Act 2017 duties. This is a support role in a specialist team that will be at the forefront of the prevention of homelessness, and at the cutting edge following the introduction of the Homelessness Act 2017. In particular the new review and appeal duties created will require adapting to enable the service to comply with the emerging new regime.

Key Accountabilities and Result Areas	
1. Strategy and Planning	<ul style="list-style-type: none"> To work with the Reviews & Service Improvement Manager to ensure there are effective systems in place for recording reviews and appeals, providing statutory responses and monitoring outcomes and progress to deadlines To work with the Reviews & Service Improvement Manager to provide a structure to support the effective response to complex complaints and responses to the Local Government Ombudsman
2. Operations and Support	<ul style="list-style-type: none"> To contribute as a member of the Reviews and Service Improvement team. To manage own work, keeping clear and accurate records and updating systems appropriately so there is a clear audit trail of reviews and complex complaints casework across the team To prepare paperwork for County Court appeals, and beyond, and judicial reviews. Preparing and organising files and working with Reviews Officers and the section manager to ensure the Council's Legal Department have the information they need.

	<ul style="list-style-type: none"> • Log incoming reviews on the homelessness system, storing documents submitted on the electronic filing system and recording the request on the monitoring system • Maintain the system for allocating reviews to relevant officers within agreed timescales • Send out statutory review acknowledgement responses to customers advising them of who will carry out their review and explaining the relevant process, depending on the nature of the review • Carry out routine enquiries and database checks on reviews as directed by the manager and reviews officers, including using relevant identity/credit software and other tools and following up requests for medical information to inform assessments. • Deal with customer and advocate requests for review files and other paperwork, including subject access requests • Maintain monitoring systems for reviews which demonstrate volumes, types of reviews, progress of reviews and review outcomes and other information as directed • Provide information reports to the section manager on reviews performance • Provide a telephone cover service within the Reviews & Service Improvement team ensuring a professional response to customer enquiries • Follow up requests for outstanding information on behalf of Reviews Officers • Make referrals as directed on behalf of Reviews Officers • Ensure requests for temporary accommodation agreed by Reviews Officers are processed and recorded • Ensure last night requests agreed by Reviews Officers are processed and accommodation is ceased and systems up to date • Act as the main interface with any companies carry out reviews on behalf of the service, ensuring new referrals are allocated in a timely way, recorded and tracked and that access to the necessary casework information to complete the review is in place at the start in order to ensure reviews are completed on time • Ensure review outcomes on cases transferred to external providers are recorded on systems and any follow up actions are completed • Contribute to the development of the reviews service as a member of the team. • Ensure Reviews Officer recommendations for housing assistance through the bond and incentive scheme and prevention payments are followed up and positive outcomes achieved for customers • Prepare and research information, and complete straightforward enquiries, referrals and follow ups for the Complex case officer in preparing responses to complex complaints including from the Local Government Ombudsman • Collect, collate and prepare information to assist the response to Members Enquiries, Complaints, and Ombudsman Enquiries, Freedom of Information Requests as directed. • Assist in the production of leaflets, booklets and other appropriate information and publicity. • Provide a customer-focussed and efficient service to customers of the reviews team • To work jointly with all relevant teams within the Housing service and other Council departments including Housing Standards Team ,Children’s services, Tenancy Sustainment Team, and Legal Services. • 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 undertaken, and keep other records necessary to provide an adequate management information data base and electronic file • Any other duties appropriate to the post and grade.
<p>3. Systems and Process Development and Improvement</p>	<ul style="list-style-type: none"> • To utilise the homelessness system to update reviews information on cases and to provide key monitoring information for submission to the HCLic system created by DCLG and for local information reporting and management • To maintain customers electronic files on info@work providing a thorough audit trail of activity and key documents in line with agreed process • To comply with all monitoring systems put in place in response to service issues and needs which support the provision of a high quality, legally compliant service and to support the section manager to set up those systems
<p>4. Communication Partnership</p>	<ul style="list-style-type: none"> • Maintain effective working relationships with colleagues within Redbridge, other council and statutory services, advocates and solicitors, external bodies, service users, landlords as well as voluntary and other housing organisations and ensure effective referrals and requests for information. • Work with Redbridge Legal Services to prepare and seek information to support cases going to appeal or judicial review • Work professionally with service users, their representatives and other agencies involved with Reviews, Appeals and complex complaints. • 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.

	<ul style="list-style-type: none"> • 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. • Internal Contacts: Staff in Housing • External Contacts: Members, MPs, Solicitors, Advocates, Advice Agencies, People Directorate, Health, Redbridge Enforcement, Youth Offending Team, Police, Probation Service, private sector landlords, Hostels and Bed & Breakfasts, third sector providers, service users, their friends, relatives and advisors. To assist in developing full range of information and publicity for all clients as well as supporting the development of internal procedures. • 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>5. Performance and Standards</p>	<ul style="list-style-type: none"> • Contribute to the achievement of Housing and Housing Needs service plan priorities and objectives and meet key targets. • Ensure reviews, complex complaints and other related inquiries are accurately logged and tracked. • 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 provide a service that helps to ensure that casework is proactively managed and key deadlines are adhered to by the team • To provide statistical information on performance as requested. • Processing relevant documentation relating to reviews and complex complaints • Extracting statistics and provide analysis and reports to the Manager.
<p>Key Performance Outcomes</p>	<ul style="list-style-type: none"> • Reviews, complaints enquiries and appeals responded to on target • Numbers in temporary accommodation • Temporary accommodation spend • Legal spending
<p>6. Resource Management</p>	<p>The postholder has no specific budget management responsibilities.</p>
<p>Corporate Accountabilities</p>	<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 & Behaviour, Health & Safety, Data Protection, Safeguarding and Customer Care.</p>
<p>Flexibility</p>	<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>

Person Specification		A - I - T	Essential (E)/ desirable (D)
Knowledge & Experience	<i>Method of candidate assessment: A = Application form I = Interview T = Test</i>		
Statutory or Mandatory qualifications:	No Mandatory Qualification Required	A	
Educational Ability	Level 2: Good knowledge & understanding of a subject, ability to perform variety of tasks with some guidance.	A	3
	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	3
Knowledge	A good working knowledge of a wide range of ICT packages	AIT	3
	An awareness of housing issues in London		2
	Good knowledge of a wide range of administrative systems and processes		2
	Understanding of customer care and a commitment to delivering responsive services that meet customer's needs		3
Experience	Experience of providing an excellent level of customer service	AIT	2
	Experience of prioritising competing demands and meeting targets and deadlines		3
	Experience of working in a team		3
	Experience of working in a demanding front line customer service environment and of dealing effectively with confrontational and challenging situations		3
	Experience of communicating with a wide range of people in writing and by telephone		3
	Experience of using initiative and problem solving		3
	Experience of developing, interrogating and operating administrative systems		2
Skills / Abilities	Good oral and written communication skills	AIT	3
	Able to work with a range of customers and help to solve problems		3
	Ability to work effectively with a wide range of people and organisations.		3
	Performance focussed and able to meet targets and support the team to deliver.		3
	Proactive, flexible and responsive		3
	Ability to work effectively and even-handedly with people from diverse backgrounds and circumstances		3
	Ability to plan and prioritise		3
	Ability to effectively use range of IT applications including database, Word, spreadsheet.		3
	Meticulous, organised and thorough		
Special Conditions of Service	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.	AIT	3
	To comply with the Council's Health & Safety Policy.		3
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.		

Effective and Collaborative Team Working	To take responsibility for personal development and actively participate in all learning and development.	AIT	3
	To participate in the ongoing development, implementation and monitoring of service plans.		3
	To support and contribute to value for money, service efficiency and improvement.		3
Working Pattern and travel			
Safeguarding and Disclosure	DBS Disclosure Required? Not required / Basic / Enhanced		
Special Factors or Constraints			