

Housing

Housing Supply Assistant Job Description & Person Specification

March 2023

Job Description

Job Title:	Housing Supply Assistant
Department:	Housing
Function:	Housing Needs
Team:	Housing Supply
Post number:	S000366
Grade:	LBR4
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	Lynton House
Reports to: <i>Job title</i>	Housing Supply Team Leader
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of workers, trainees and work placement staff on occasion
Role purpose and role dimensions: <i>Overview of the job</i>	To support the letting and assessment functions in the Supply team, providing an effective system and administrative service for Housing register assessments under part VI of the Housing Act 1996 -Allocating accommodation under part VI of the Housing Act 1996, essentially to council and registered provider homes -Allocating temporary accommodation and private rented accommodation to prevent homelessness and discharge the homeless duty (PRSO's) -And making placements into temporary accommodation To operate the process for providing storage and removals support for homeless households, where there is a statutory duty to protect their belongings. To provide support to the Team and the Team Leader. Role Context: 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.
Key external contacts: <i>Organisations</i>	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
Key internal contacts: <i>Job titles or groups of staff</i>	Internal Contacts: Staff in Housing, especially the Housing Management voids team, Housing Solutions and Reviews
Other considerations: <i>E.g. working patterns</i>	Monday to Friday, 36 hours per week

Key accountabilities and result areas:	Key elements:
1. Strategy and Planning	This will involve: 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. To contribute as a member of the Housing Supply team. To manage own work, keeping clear and accurate records and updating systems appropriately so there is a clear audit trail of activity Deal with customer requests for information and prepare paperwork for the Senior Officer to enable responses, for example to subject access requests Provide a telephone cover service within the team ensuring a professional response to customer enquiries Housing register assessments: Allocate new assessments, scan relevant documents, and upload paperwork to relevant filing system. Provide other administrative support to the process as required Permanent allocations: - Receive and log registered provider (RP) and council void properties that are available for allocating on the choice based lettings system. From time to time, when service needs require, upload advertisements for voids onto Novalet. Monitor the progress of allocating voids and provide updates as the process is progressing to the Senior Officer and Team Leader. Run shortlists from the systems in preparation for officers to verify. Send out standard officer offer letters to shortlisted applicants and nomination letters to RP's and the Council's Housing Management Service. Chase providers for the outcome of nominations and for tenancy start dates. Record these on Novalet and the relevant filing system.

2. Operations and Support	This will involve: Reallocate properties that have been refused for reallocation. To close files once applicants have been rehoused and amend records accordingly. Temporary Accommodation/Prevention/PRSO allocations and lettings: Log TA requests from Housing Solutions and from Reviews and ensure these are updated onto the system Run system shortlists for temporary accommodation to enable allocations officers to match households To prepare paperwork for the letting of temporary accommodation on behalf of the Allocations and Lettings Officers. Complete paperwork and relevant system updates post lettings interview, including scanning documents to the relevant filing system and making sure last night requests are actioned. Receive referrals from customers, or their support agencies, who have been assessed as requiring storage or removals support, in accordance with Homelessness Legislation support and process requests in line with the procedures, including raising payment requests of agreed grants. Provide other administrative support to the process as required 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. Follow up requests for outstanding information on behalf of the Senior Officer and Team Leader Provide a customer focused and efficient service to customers on occasion, to interview applicants in the advice centre. Any other duties appropriate to the post and grade. Maintain and update filing systems and records, including computer records and ensure that they are maintained in a systematic, appropriate and confidential manner.
3. Systems and Process Development and Improvement	This will involve: To maintain customers electronic files on relevant filing system providing a thorough audit trail of activity and key documents in line with agreed process Log information related to assessments and allocations as directed in order to support effective recording, monitoring and reporting in the team. Maintain systems for allocating work in the relevant topic areas within agreed timescales. Collect and collate and prepare information to assist the response to Members Enquiries, Complaints, and Ombudsman Enquiries, Freedom of Information Requests as directed.

4. Communication Partnership	This will involve: Work professionally with service users, their representatives and other agencies. 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 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. 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.
5. Performance and Standards	This will involve: Responsibility for accurate record keeping and use of systems to ensure ability to report on customers individual service provision and overall rehousing trends To support officers so that processes are proactively managed and key deadlines, especially around void turnaround, are adhered to To provide statistical information as requested, particularly related to voids. Processing relevant documentation relating to assessment and allocations.

General accountabilities and responsibilities	
Green Statement	This will involve: ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: ▪ Complying with the Data Protection Act 1998 - treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	This will involve: ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a Disclosure and Barring Service (DBS) check and references will be taken up prior to interview.
Equalities	This will involve: ▪ Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the team	This will involve: ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Job Title:	Housing Supply Assistant		
Weighting 3 = Essential 2 = Desirable <i>Method of candidate assessment: A = Application form I = Interview T = Test.</i>		A - I - T	Weighting
Minimum education/ qualifications:	No Mandatory Qualification Required 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	2
Minimum experience/ knowledge/ skills:	A basic knowledge of part VI of the 1996 Housing Act, Ability to perform variety of tasks with some guidance.	AI I	3 3
Minimum competencies: Customer focus	Experience of providing an excellent level of customer service 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 Understanding of customer care and a commitment to delivering responsive services that meet customer's needs Able to work with a range of customers and help to solve problems	I I I T	2 2 2 3
Communicating and influencing	Experience of working in a team Good oral and written communication skills	I T	3 3
Building relationships, working together and in partnership	Ability to work effectively and with people from diverse backgrounds and circumstances	I	2

Respecting & implementing diversity	Ability to work effectively with a wide range of people and organisations.	I	2
	A basic knowledge of part VI of the 1996 Housing Act, Local Authority Housing Allocations policies	I	2
	An awareness of issues facing local authority housing services and local services to address them	I	2
Planning, organising & achieving results	Ability to plan and prioritise	I	2
	Ability to effectively use range of IT applications including database, Word, spreadsheet.	T	3
	Meticulous, organised and thorough	I	2
	Ability to maintain accurate records. A good working knowledge of a wide range of ICT packages	T	3
	Good knowledge of a wide range of administrative systems and processes	A	2
Embracing change	Experience of using initiative and problem solving	I	3
	Proactive, flexible and responsive	I	2
	Ability to prioritise competing demands and meet deadlines whilst working under pressure.	I	2