

Housing Services

Housing Adviser Job Description and Person Specification

October 2025

Job Description

Job Title:	Housing Adviser
Department:	Housing Services
Function:	Housing Management
Team:	Central Housing Services
Post number:	tbc
Grade:	LBR05
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	36 hours/52.14 weeks
Base location:	152 Broadmead Road, Woodford Green, IG8 0AG
Reports to: <i>Job title</i>	Central Housing Services Lead
Responsible for: <i>Job titles of direct reports</i>	No direct line management but may be responsible for the supervision of trainee and work placement employees on occasion

Role purpose and role dimensions: <i>Overview of the job</i>	Act as the first point of contact for customers, dealing with requests professionally and sympathetically. To provide an efficient and effective front-end reception and telephone service in accordance with council policies, procedures, strategies and service plans. Take ownership of issues, deal with enquiries and provide a response within the agreed timescales. To assist tenants to report repairs and pest control matters to contractors. Approve 'House Exchange' applications. Update systems to ensure records are accurate and up to date. Manage the reception area making sure the area is safe, clean and tidy, opening and closing the front office and reporting repairs. To raise recharges and set up charges. Process requests for keys and fobs ensuring that the necessary stocks are in place, programming fobs and ordering new fobs. • To be the initial point of contact for service users and work other teams to provides answers to enquires and resolve issues. • • To perform various administrative duties related to the customer service function. • To maintain an up to date and good working knowledge of a wide range of policies and procedures. • To ensure that council policies and procedures are followed. • To assist the Garage Officer as required, dealing with customer enquiries and managing lettings. • To develop the role of Customer Services Officer to take on greater responsibility when dealing with front line enquiries from customers. • To provide statistical information as required. • To work with external agencies to resolve enquiries and assist with customer requests. • To manage the administrative arrangements for the Orchard Heating system including making sure all tenants are using the system, sending out statements and working with income recovery to recover charges. • To provide a support service to other teams within the Housing Service. • To provide cover for the Customer Services Administrative Officers as required.
Key external contacts: <i>Organisations</i>	• Prospective tenants • Partner agencies • External contractors • Housing associations

Key internal contacts: <i>Job titles or groups of staff</i>	• Central Housing Services Lead • Neighbourhood Officers • Lettings Coordinator • Environmental Services • Repairs and Maintenance Teams
Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	No direct budgetary responsibility
Key areas for decision making:	• Resolution of general queries at first point of contact • Escalation to Neighbourhood Officers or Central Housing Services Lead
Other considerations: <i>E.g. working patterns</i>	• Desk-based role • May occasionally support service improvement initiatives

Key accountabilities and result areas:	Key elements:
Customer focus	This will involve: • To provide a service which is responsive and customer orientated, that aims to enhance the customer experience for our customers. • Provide accurate information and resolve queries where possible, ensuring a positive customer experience.
Communicating and influencing	This will involve: • Triage and escalate complex or case-based issues as required to Neighbourhood Officers, Tenancy Sustainment Officers, or the Central Housing Services Lead.
Building relationships, working together and in partnership	This will involve: • Work collaboratively Neighbourhood Officers
Resources	This will involve: • Monitoring of contractors • Commissioning external services when required.
Compliance and Governance	This will involve: • Adhere to data protection and confidentiality protocols in all aspects of lettings coordination • Support safeguarding and equality policies through inclusive and respectful communication • Participate in audits, quality assurance activities, and compliance reviews as required
Service Improvement and Innovation	This will involve: • Contribute ideas and feedback to service improvement initiatives within Central Housing Services • Support the implementation of new systems, procedures, or digital tools that enhance service delivery

Team Contribution and Development	This will involve: • Participate in training and development activities to build knowledge and skills • Share best practices and support a collaborative, learning-focused team environment • Supervise trainees or work placement employees occasionally, providing guidance and support
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 Advisor		
<i>Method of candidate assessment: A = Application form I = Interview T = Test. Weighting: 3 = most important, 2 = least important</i>		A - I - T	Weighting
Minimum education/ qualifications:	Education: GCSE Grade C or Grade 4 or equivalent in English and Maths	A	3
	Qualifications: - Possesses or is willing to work towards a relevant housing or administrative qualification (e.g., CIH Level 2 or 3, NVQ Level 3 in Housing and/or Social Care, or equivalent) - Formal qualifications are desirable rather than mandatory	A	2
Minimum experience/ knowledge/ skills:	Experience in a customer service or administrative role, preferably within housing or public services	A/I	3
	Proficient in using housing management systems and Microsoft Office applications	A/I	3
	Strong organisational skills and attention to detail	A/T	3
	Ability to manage competing priorities and meet deadlines in a fast-paced environment	I	3
	Understanding of data protection and confidentiality principles	I	3

Minimum competencies: Customer focus	• Demonstrates commitment to delivering excellent service and resolving queries effectively • Ensure all interactions with prospective tenants and internal stakeholders are courteous, informative, and solution-oriented • Promotes a positive customer experience by maintaining professionalism and clarity in all communications	I	3
Communicating and influencing	• Communicate clearly and effectively across written, verbal, and digital channels to convey accurate information • Influence positive outcomes by presenting lettings information in a structured and accessible way	I/T	3
Building relationships, working together and in partnership	• Foster collaborative working relationships with Housing Advisors, Neighbourhood Officers, and other internal teams • Support seamless property allocation by coordinating effectively with Repairs, Environmental Services, and other departments • Build trust with external stakeholders, such as housing associations and contractors, through timely and professional interactions	I	3
Respecting & implementing diversity	• Promote inclusive practices by treating all customers and colleagues with respect and fairness • Ensure communications and lettings processes reflect the Council's commitment to equality and diversity • Challenge discriminatory behaviour and contribute to a culture of equity and inclusion	I	3
Planning, organising & achieving results	• Prioritise lettings tasks efficiently to meet deadlines and service standards • Organise workload to ensure accurate documentation and timely property allocations • Monitor progress and flag issues proactively to maintain smooth operations	I/T	3
Embracing change	• Adapt to new systems, procedures, and service improvements with a proactive and positive attitude. • Contribute to change initiatives by offering feedback and identifying opportunities for process enhancement. • Support the implementation of digital tools and innovations that improve service delivery	I	3
For those with managerial responsibility Leadership	Not applicable		
Managing and developing people	Not applicable		