

JOB DESCRIPTION

JOB TITLE: Allocations & Applications Officer

JOB NO:

GRADE: 3

DIVISION: Housing Services

NO OF POSTS:

SECTION: Housing Solutions & Support Service

POST REQUIRES POLICE / CRIMINAL RECORDS BUREAU CLEARANCE: YES

1.0 JOB PURPOSE

- 1.1. Deliver a responsive and customer focused Allocation & Application Service and ensure BCC's Housing Allocation Scheme is administered appropriately and within legislative requirements.
- 1.2. Provide expert advice and information on BCC's Housing Allocation Scheme and housing registration process to a range of stakeholders.
- 1.3. Conduct housing application assessments and ensure decisions are made in compliance with relevant service policies and legislation.
- 1.4. Manage the process of shortlisting, allocating and matching properties on BCC's letting system.
- 1.5. Support the service to monitor nomination acceptances and refusals, including help ensure nomination agreements are being administered in full accordance to the terms agreed.

2.0 DUTIES AND RESPONSIBILITIES

Duties and responsibilities may include any of those detailed below and may be varied according to the needs of the designated service area(s). They may also include any other duties that are commensurate with the grade and nature of the post. There is an expectation that the post holder will develop the key competencies to ensure flexible and integrated working across the Directorate.

- 2.1. Ensure the Allocation and Application Service efficiently provides a responsive service to customers and outcomes are delivered in compliance with statutory requirements and agreed service standards.
- 2.2. Using a case management approach, appropriately determine customer's eligibility and qualification to join BCC's Housing Allocation Scheme and notify customers in writing of decisions within service and statutory timescales.

- 2.3. Ensure suitable property letting allocations are made within the appropriate timescales and in accordance with BCC's Housing Allocation Scheme and legislative requirements.
- 2.4. Administer and assess housing applications, conduct relevant inquiries and investigations to ensure housing applications are assessed accurately.
- 2.5. Ensure housing applications decisions are made fairly and without discrimination and housing application support is made available to those who need it.
- 2.6. Determine if discretion can be used in decisions about allocations. Ensure best interests of children are always considered when making allocation decisions.
- 2.7. Conduct appropriate customer background checks, collating and analysing information from a variety of data sources and agencies.
- 2.8. Record and maintain detailed case notes, ensuring all customer documents and proofs are saved in compliance with data protection legislation.
- 2.9. Review property adverts, request any missing property information and approve adverts.
- 2.10. Support the service to compile case bundles for court proceedings and housing application review cases.
- 2.11. Identify customer vulnerabilities and make referrals to support services/agencies. Be aware and take appropriate action in relation to child and adult protection issues.
- 2.12. Establish and build effective relationships with other statutory and voluntary agencies, commissioners, providers and Private Rented Sector.
- 2.13. Support the development of the Housing Solution & Support Service, including the implementation of new housing solutions and working practices.
- 2.14. Train and mentor new starters and other officers where required.
- 2.15. Maintain extensive and specialist knowledge of Housing and relevant Homelessness legislation, case law and guidance.
- 2.16. Carry out the duties of the post in accordance with the Data Protection Act, the Health & Safety at Work Act and other relevant legislation, as well as Council policies, procedures, Standing Orders and Financial Regulations.
- 2.17. Take responsibility, appropriate to the post, for ensuring compliance with council policies and procedures aimed at promoting and safeguarding the welfare of vulnerable children and adults.
- 2.18. Undertake any other duties appropriate to the grade that may be required. These may be varied from time to time to meet the needs of the service.
- 2.19. Visit customers at their homes or an alternative venue where required.

OBSERVANCE OF THE CITY COUNCIL'S EQUAL OPPORTUNITIES POLICY WILL BE REQUIRED

3.0 SUPERVISION RECEIVED

3.1 SUPERVISING OFFICER JOB TITLE: Team Leader – Allocations & Applications

JOB NO:

3.2 LEVEL OF SUPERVISION

3. Plan own work to ensure the meeting of defined objectives.

4.0 SUPERVISION GIVEN (excludes those who are INDIRECTLY supervised i.e. through others)

POST TITLE	GRADE	NO OF POSTS	LEVEL OF SUPERVISION*

5.0 SPECIAL CONDITIONS

DBS check required for the post	Yes		No	
Level of check required				
Standard			Yes	
Enhanced				
Enhanced with barred list check - Adults				
Enhanced with barred list check - Children's				
Enhanced with barred list check – Adults & Children's				

Person Specification

Post: Allocations & Applications Officer **Grade:** 3
Division: Housing Services **Section:** Housing Solutions & Support Service
Directorate: City Housing

**Method of Assessment (M.O.A.) A.F. = Application Form; I = Interview;
T. = Test or Exercise; C. = Certificate; P. = Presentation.**

CRITERIA	ESSENTIAL	M.O.A.
<p>Skills & Ability e.g. written communication skills, dealing with the public etc.</p>	<p>An ability to fulfil all spoken aspects of the role with confidence using the English Language as required by Part 7 of the Immigration Act 2016.</p> <p>Ability to solve sensitive problems and manage difficult and demanding customers with multiple complex needs.</p> <p>Ability to conduct research, analyse and evaluate complex data.</p> <p>Ability to accurately and effectively interpret and implement housing legislation and make informed statutory decisions.</p> <p>Ability to manage customer expectations effectively and deliver bad news sensitively.</p> <p>Ability to use own initiative when manage competing priorities and work in a pressurised environment.</p> <p>Ability to successfully build rapport and trust with a range of stakeholders</p> <p>Ability to work collaboratively in a team, ensuring both service priorities and customer needs are met.</p> <p>Ability to understand and follow established processes, procedures and statutory guidelines.</p> <p>Ability to influence customers and enable them to help themselves and negotiate effectively with a wide range of Stakeholders.</p> <p>Ability to communicate effectively both verbally and in writing, ensuring relevant legislation is referenced in decision making correspondence.</p> <p>Proficient in the use of IT, specifically MS Office packages including Word and Excel.</p> <p>Excellent literacy and numeracy skills.</p>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p>Training</p>	<p>Demonstrate commitment to continuous personal and professional development</p>	<p>AF/I</p>

CRITERIA	ESSENTIAL	M.O.A.
Other	Committed to preventing homelessness. Demonstrate an excellent understanding of equality issues with the ability and commitment to promote and develop positive initiatives in all aspects of work. Demonstrate commitment to customer services in a context of a diverse customer base. Able to demonstrate commitment to the Council's Values and behaviours,	AF/I AF/I AF/I AF/I

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.

Date:	Name:	Signature:
Date reviewed:	Name:	Signature: