

# **EPPING FOREST DISTRICT COUNCIL ROLE PROFILE**

**JOB TITLE:** Review and Performance Officer £34,003 - £37,963

## **PURPOSE OF THE JOB:**

The Review and Performance Officer's primary function will be to investigate and respond to review requests received under Section 202 Housing Act 1996. Those requests might be related to, but are not limited to, homelessness decisions under s.184 Housing Act 1996; an allocation of housing accommodation under Part VI Housing Act 1996; any duties owed to a person under the Homelessness Reduction Act 2017; the suitability of accommodation offered in performance of statutory duties.

You will deal with councillor and MP enquiries in relation to the Housing Needs Service, reporting on common themes and recommending service improvements where appropriate. This might at times include liaising with the Ombudsman. You will also respond to customer complaints, following the council's complaints procedure.

You will ensure that the Council performs its housing and homelessness duties in line with its statutory obligations, and in accordance with its own policies and strategies. You will support Team Managers in ensuring that a high standard of customer and operational service is achieved and maintained.

You will contribute as a member of the wider Management Team, and to the management of the Council as a whole, working collaboratively across the organisation to bring about change and improvements to service delivery.

Take collective responsibility for ensuring excellent services are provided to our residents.

## **KEY RESPONSIBILITIES**

### **Corporate**

Ensure our customer service and delivery is excellent, and continually improves.

Take responsibility for ensuring that the Council's decisions and policies are implemented.

Uphold the Council's governance mechanisms, ensuring appropriate standards of performance, operational effectiveness, probity, safeguarding, risk management, safety, equality and open government are maintained.

Manage and lead projects to achieve the most effective outcomes possible for the community, partners and the Council.

### **Service**

You will have expert knowledge and understanding of the homelessness provisions, being particularly well versed with the Housing Act 1996 Part VI & VII (as amended), the Localism Act 2011 and the Homelessness Reduction Act 2017. You will have detailed knowledge and understanding of the leading case law, the relevant Codes of Guidance and The Homelessness (Review Procedure etc.) Regulations 2018.

You will have a good understanding of all other related legislation including landlord and tenant, immigration, matrimonial, childcare and welfare reform laws. You will also have a working understanding of the benefit system and regulations.

You will be an experienced officer, comfortable monitoring your own caseload and ensuring that customers receive high quality advice and assistance, in line with statutory responsibilities and agreed Service Standards.

You will provide an efficient, structured and balanced service for customers, councillors, MPs and other stakeholders.

You will work proactively with Team Managers to address any training needs within relevant teams and will support Team Managers to identify service improvements, guiding and assisting colleagues with your experience and expertise.

You will be required to deputise for the Senior Homelessness Officer during periods of sickness, absence and annual leave. You will also participate in the homelessness call out rota, as and when required.

Working as part of the wider Community and Wellbeing management team, you will be joining a forward-thinking, ambitious and innovative team. You will contribute to the development of the service, whilst at the same time ensuring that the work of front-line services is of the highest quality.

These duties and responsibilities should be regarded as neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties and responsibilities, commensurate with the grading of the post, without changing the general character of the post.

## SKILLS/KNOWLEDGE/ATTRIBUTES

<b>Education</b>	<p>Relevant professional degree/qualification or demonstrable equivalent work experience</p> <p>Demonstrate a good understanding of safeguarding issues commensurate with the role</p>
<b>Experience</b>	<p>Worked within an organisation of comparable scale and complexity; either a local authority or RSL, preferably in a homelessness service area.</p>
<b>Knowledge &amp; Skills</b>	<p>Expert knowledge of relevant legislation including, but not limited to:</p> <p>Landlord and Tenant, the Housing Act 1996 (as amended), the Localism Act 2011, Welfare Reform Act 2012, and the Homelessness Reduction Act 2017 and The Equality Act 2010.</p> <p>Any related Codes of Guidance.</p> <p>The Homelessness (Review Procedure etc.) Regulations 2018</p> <p>Ability to establish positive relationships with key stakeholders at all levels of the organisation</p> <p>The ability to analyse complex material and communicate it clearly and concisely to a variety of audiences.</p>

	<p>A thorough appreciation, knowledge and understanding of the current issues facing local government.</p> <p>Possess a high degree of political sensitivity.</p> <p>A good understanding of the use of technology for the delivery of a modern and streamlined service.</p>
<b>Behaviours</b>	
<b>Trust</b>	<p>Able to demonstrate high levels of integrity and credibility that inspires confidence in members, employees, customers, partners and others.</p> <p>The ability to act as a role model, lead, manage, empower, nurture talent, and motivate employees.</p>
	<p>Self-aware and understands how own style and behaviour impacts on the performance of others.</p>
<b>One Team</b>	<p>The ability to communicate a clear vision and give direction in a constructive and supportive way.</p> <p>Demonstrate strong emotional intelligence and resilience.</p> <p>Confident working alone, but able to work as part of a wider team.</p>
<b>Performance</b>	<p>Strong focus on outcomes.</p> <p>Common sense approach.</p> <p>Proactive and tenacious.</p> <p>Demonstrate the ability and willingness to drive through continuous improvements in performance/service delivery</p> <p>To be accountable for personal performance; meeting agreed personal targets and undertaking planned programmes of professional development.</p>
<b>Innovation</b>	<p>Good judgement, strong analytical skills and the ability to use data and information intelligently and innovatively.</p> <p>Demonstrate the ability to adopt a creative and innovative approach to the role</p>
<b>Customer</b>	<p>Demonstrate a strong customer focus</p> <p>Demonstrate a strong personal commitment to promoting high quality and cost-effective public services, driven by customer and community involvement.</p>
<b>Other Requirements</b>	<p>Strong inter-personal and communication skills, including the ability to consult, negotiate, persuade and influence others</p> <p>Attend meetings outside normal working hours</p> <p>Operating a monthly out-of-hours rota system</p> <p>Able to attend meetings or events etc. in remote areas where public</p>

	transport may be limited.
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