

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Housing Options Co-ordinator
Service:	Housing
Team:	Housing Options
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Housing Options Manager
Responsible for:	
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> • To provide a 5 day a week reception service for the Housing Options team, giving initial help and advice to customers and signposting cases to the Housing Options Duty officers when required. • To give accurate and lawful housing options advice to customers to prevent and relieve homelessness including triage on at least one day each week • To provide administrative support to the Housing Options team 	

Front Facing Customer Service

- To deal with initial customer enquiries to the housing options team by phone email and in person. This will involve taking customer details and the background surrounding the homelessness enquiry, updating the homelessness database and helping customers progress their query with the Housing Options Team.
- To act as duty officer one day per week: in addition to obtaining and recording customer details, make a Housing Act 1996 Part VII initial assessment (“triage”), give accurate and lawful advice, make enquiries and then a decision to whether to escalate the case for a Full Housing Assessment with a Housing Options officer.
- The postholder will primarily be Office based and the majority of time will work from reception or from the upstairs Office. However, the ability to work from home when needed is also essential.

Back Office Administration

- Provide comprehensive administrative support to the team including: managing phone calls, maintaining clear, accurate and up to date records for every case, ensuring all paper records are organised, scanned and checked on electronic software in a timely manner.
- To assist in the administration of booking emergency accommodation and the deposit guarantee scheme in accordance with Council policy and procedures which includes:
 - Contact emergency accommodation providers to book appropriate accommodation for homeless clients
 - Prepare, send and upload all emergency accommodation documentation and upload to relevant database/spreadsheet. issue customer invoices and pay supplier invoices
 - Ensure customers and colleagues understand customer repayment responsibilities, and the impact on their housing options.
 - Assist in the review and renewing of deposits and update records accordingly.
 - Assist the Options team when required in maximising repayment arrangements.
- To assist in the administration of the Council's deposit scheme, ensuring public funds are used fairly and settling claims using evidence-based approach.
 - Deal with deposit claims by collating and sending claim information to dispute arbitrators and act on the arbitrator's decision by paying compensation/raising invoices. Track deposit repayments to ensure they are allocated correctly.
- Use the Council finance database (Agresso) to respond to debt check enquiries relating to housing applicants and those who have bid successfully for social housing
- Raise invoices relating to the Housing Options and Homechoice services and liaise closely with the Council's finance team to do this.
- Take payments over the telephone
- Complete the necessary related administrative tasks on relevant software.
- Assist in managing the Council's homelessness accommodation, reporting and monitoring maintenance issues.
- Provide cover for other administrative staff within the service including the Housing Options Coordinator and the Homechoice Co-ordinator if required
- To carry out any other duties as shall be specified by the Housing Options Manager, including supporting other housing teams as required.
- **Health and Safety**
Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- 50 enquiries per week from external customers including requests for housing options advice.
- 10 housing register applications to be processed each week
- 5 negotiations per week between departments regarding repayment plans/priorities and/or with external organisations
- Ongoing liaison with the Homechoice team regarding debts/payment plans to determine applicant eligibility for social housing.
- 3 disputed deposit claims to be settled each month.
- 5 invoices to be raised each week. 5 invoices to be paid per week.
- Up to 10 existing deposit clients to be reviewed and renewed or cancelled each week
- Ongoing document organisation and indexing.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Creating a helpful and positive first impression, setting realistic expectations with all customers, and ensuring sustainable private rented tenancies.
- Ensuring public funds are used to support those in greatest need.
- Giving initial accurate and lawful housing options advice which discharges the Council's homelessness duties lawfully and avoids legal challenge.

PLANNING/ORGANISING/CONTROLLING

- Excellent negotiation and communication skills; able to speak to people at all levels in an assertive but diplomatic manner.
- Emotionally intelligent and have the resilience to maintain the LA's position when under pressure, and to achieve good outcomes
- Able to work proactively on own initiative to achieve results and manage conflicting priorities
- Take responsibility for managing all administrative matters relating to the Council's deposit scheme in a timely way.

CUSTOMERS AND CONTACTS

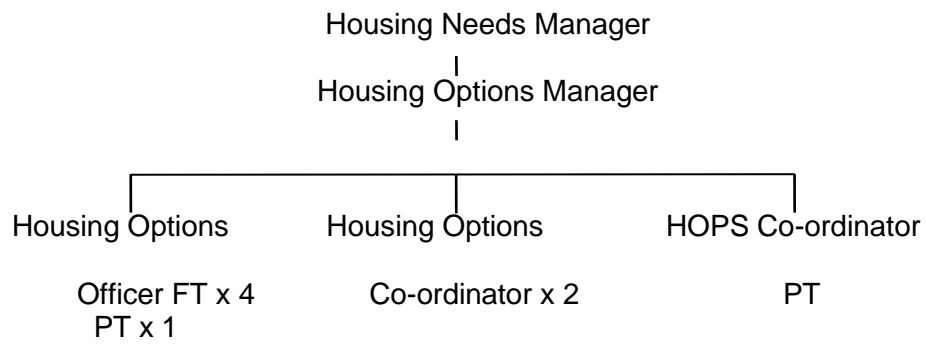
INTERNAL

- Housing Options, Homechoice, Housing repairs and maintenance, the Housing Benefit team, Exchequer Services and the Recoveries team, Tenancy & Estates, IT, the scanning team, elected members, corporate management team and other senior managers.

EXTERNAL

- Members of the public, Citizens Advice Bureaux, Social Services – all teams, Health Visitors, private landlords, letting agents, the Community Mental Health Recovery Service, DWP, JCP, debt advice agencies, Letting Agents, utility providers, floating support providers.

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, all essential criteria marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	5 GCSEs Grades A-C or equivalent including English and Maths	CA	Experience of using Civica	AI
	Customer Service experience	AI	Housing, welfare benefits, IT, customer care training	CAI
	Experience of delivering services and advice by phone, email and in person to vulnerable or distressed households	AI	Experience within social housing, a LA housing options team or local government	CAI
KNOWLEDGE /TECHNICAL SKILLS	Understanding of the needs of homeless people, homelessness legislation and current housing issues.	AIE	Knowledge of safeguarding	I
	Able to write concise and accurate emails and letters	AE		
COMMUNICATION	Excellent negotiation and communication skills; able to speak to customers at all levels in an assertive but diplomatic manner	AI		
	Able to remain calm and professional in difficult circumstances, influencing others to achieve good outcomes.	AI		
	Able to explain complex legislation in an understandable way.	AIE		
CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	AI		
	Excellent people skills and commitment to empathetic but assertive approach	AI		
	Able to produce well written grammatically correct correspondence	AE		

	and accurate calculations, which customers can understand. Accurate spoken English is essential for this post	I		
TEAM WORKING	Able to demonstrate how to play a full part within the team to achieve individual, team and corporate objectives.	AI		
	Flexible approach.	AI		
MANAGING SELF AND OTHERS	Emotionally intelligence, with the resilience to maintain the LA's position when under pressure to achieve positive outcomes.	AI		
	Able to prioritise tasks and refocus when interrupted			
	Use initiative and work proactively to achieve results and manage conflicting priorities.	AI		
	Able to absorb, put into practice and retain new information, policies and procedures quickly.	AI		
	Excellent IT skills including Microsoft packages, other database systems and able to learn to use document scanning systems	AIE	Competent in using Jigsaw, Orchard, Civica	
ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST*	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. item	A	Own vehicle	
	Appropriate business wear.	I	Full driving licence	
	Able to deal with sensitive and confidential information discretely.	AI		

* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

How assessed

- A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

For Official Use only			
Job title:	Housing Options Co-ordinator & Recovery Officer	Post no:	HC14
Service:	Housing	JE score:	
Team:	Housing Options	Pay band:	9
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full time 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	E Donaldson	DATE:	13.10.21
CHECKED IN:	HR	DATE:	
LAST UPDATED:	November 2021	DATE:	