

JOB DESCRIPTION

Post Title: **HOUSING ALLOCATIONS ASSISTANT**

Service: **Planning, Housing & Environmental Health – Housing Solutions Service**

Reports to: **Housing Allocations Coordinator**

Grade: **Scale 3**

Job Purpose

The post holder will assist the Housing Allocations Coordinator in administering the Councils Housing Register, including the processing of applicants in line with Part VI of the Housing Act 1996 and the Councils Allocations Scheme and contribute to providing a high quality customer focused service to those who apply to join the housing register.

Key Functions

1. To provide a customer focused housing register service, process application forms submitted, ensuring that all information has been supplied, and request further details as necessary carrying out appropriate checks at each stage of application
2. To assess housing need in line with the Allocations Scheme, and inform applicants of the outcome of their application in line with timescales
3. To respond to written and verbal enquiries in connection with the housing register and its administration, including changes in applicants circumstances
4. To liaise with housing staff on all aspects of the Housing Register and its administration
5. To work with the Housing Solutions Register Coordinator to ensure that the Housing Register is kept up to date including the annual reviews of the housing register
6. To maintain a strong customer focus at all times in line with our commitment to providing high quality services.
7. Promote effective working relationships with internal departments and external agencies, following referral procedures, protocols and processes (social services, health, probation, landlords, housing benefit, community safety partnership, CAB, debt advice)
8. Maintain a comprehensive knowledge of housing and related legislation by keeping up to date with current issues and case law relating to allocations and the delivery of a legally compliant service.
9. To comply with the duties placed upon employees by the Equalities Act 2010, Data Protection Act 2018 and the Councils Health and Safety and Safeguarding Policies. To act in accordance with all instruction, information and training required in relation to these Acts and Policies.
10. Carry out any other duties appropriate to the post which may be requested from time to time including participating in the Council's out of hour's service as required.

Job descriptions are working documents and are not intended to specifically exclude any task which the post holder might reasonably be expected to undertake.

Behavioural Competencies

- Ability to demonstrate understanding and commitment to the organisation and its visions and values.
- Customer focussed with the commitment to put customers (internal and external) first, with the ability to deliver a consistently high quality service.
- Demonstrates a positive “can do” approach to change and is improvement focussed with the ability to identify opportunities to improve performance.
- Ability to assess, be creative and respond accordingly to the situation.
- Ability to negotiate and liaise.
- Demonstrates consistency, integrity and accountability.
- Demonstrates drive and a desire to work well to improve individual and organisational performance.
- Ability to communicate clearly and effectively and to work co-operatively with colleagues, internal and external partners, working pro-actively across cultures, organisational boundaries, sharing information, new knowledge and ideas.
- Aware of impact and appropriateness of own personal style. Accepts accountability and responsibility for own actions and able to work part of a team, showing commitment to team goals and values.