



HILLINGDON

LONDON

Job Profile

JOB TITLE:	Housing Register, Allocations and Temporary Accommodation Assistant
GRADE:	Scale 5
POST NO:	25776, 25777, 25778, 25779
JOB TIER:	
DSB CHECK:	Standard
GROUP:	Resident Services
SERVICE:	Housing Service

REPORTING STRUCTURE

Reports to:	Housing Register and Allocations Manager
Direct Reports:	None
Indirect Reports:	None

ROLE PURPOSE:

To support the Housing Register and Allocations service in delivering an effective and responsive service to Hillingdon residents with a housing need.

The post holder will be responsible for daily temporary accommodation placements and promote effective move-on to other permanent housing, including intermediate and social housing.

To post-holder will support case by case allocations of social housing and maintenance of the Housing Register and transfer list and assist with the resolution of accepted homeless cases to ensure the service is responsive to client needs within available resources and ensuring agreed team plans and performance targets are delivered.

This will involve providing advice and guidance to individuals supporting and directing clients to access a broad range of housing options and where appropriate making relevant onward referrals and signpost to

other services. The post holder will ensure statutory requirements are met and local team targets are delivered through case working.

A. Job Description

1. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

2. Customer Management

- To actively support the management of the service delivering a professional, responsive and individualised service to Hillingdon residents requiring housing advice and to explore and sign-post to housing options.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.
- To provide holistic, informed and accurate housing advice which is "right first time", to all approaches to the service.
- To support, coach and empower residents to independently assess and manage their own housing situation and make informed choices.

3. Operational Service Delivery

- To contribute to investigating and assessing all applicants under the Housing Act 1985 and Housing Act 1996 (Part VI) to assess whether housing is required.
- To support the prioritising of housing applicants in the appropriate category and banding in line with the Council's allocation policy and other guidelines. To assist in writing and serving decision letters on all applications.
- To contribute to the maintenance of the choice based letting system which enables applicants to bid for properties, including the advertising and marketing of available properties.
- To support appropriate nominations and allocations to all permanent accommodation that the Council owns or has nomination rights to. To do so within agreed timescales to minimise voids / re-let periods.
- To be responsible for the daily booking of clients into B&B and temporary accommodation. Support the placing of households into emergency accommodation, where required, including households for social care services. To support reception and late duty rotas (outside office hours) if required to ensure that all customers approved for emergency accommodation are placed on the day.
- To make contact with households in temporary accommodation where needed to provide them with advice and guidance on the full range of housing options available to them and manage their expectations, taking into account their needs and aspirations, their priority on the Housing Register, where this applies, and ability to sustain other options, including intermediate housing options and private rented accommodation.
- To support the development and implementation of temporary accommodation tenancy checks, investigate cases where there is concern that temporary accommodation has been abandoned, sub-let or misused and where appropriate, assist in taking action to discharge the Council's homelessness duty.
- To work with members of the Team to monitor bidding activity across households in temporary accommodation and offer support to those households who require assistance, in order to help them make informed choices about their future housing.
- To support the making of referrals to relevant services or departments, including the Council's medical officer, social care services and housing options services and contribute to investigate high need or exceptional cases.

- To encourage and help homeless households in temporary accommodation to comply with their licence or tenancy conditions. Where there is a serious breach of duty (including harassment, anti-social behaviour and hate crime) and/or the Council has discharged its homelessness duty, ensure the accommodation is withdrawn and recovered as efficiently and quickly as possible, where appropriate to do so.
- To provide accurate advice to households regarding their offer and consequences of refusals.
- To provide telephone and reception services as needed for customers with rehousing enquiries, including participation in section rotas.
- To amend and update cases, properties and schemes on the LOCATA system and advise applicants on the use of the service. This will include monitoring and identifying any anomalies in bidding patterns and taking action to address issues, such as non-bidding or inappropriate bidding.
- To actively manage case work in accordance to expected standards of timeliness and quality and to adhere to agreed procedures at all times, including maintaining effective record keeping.
- Be knowledgeable and up to date with housing legislation, policy, procedures, case law and Codes of Guidance to ensure statutory requirements are consistently met.
- To contribute to communicating clearly and effectively with staff, customers and their representatives, Elected Members, colleagues and other third parties around all aspects of the service delivery and linkages with other areas, promoting a widespread understanding of the service and its capacity in order to manage stakeholders expectations and agree realistic outcomes and goals.
- To support investigations into complaints and Members Enquiries and ombudsman enquiries as required. Ensure corporate standards are met consistently, including complaints and Members Enquiries, as required.

4. Service Planning & Development

- Contribute to the annual Team Plan and delivery of team targets.
- Contribute to the development and review of procedure manuals providing guidance on the functions of the team.

5. Financial & Resource Management

- To actively support and contribute to the effective management of the allocated department / team budget.
- To ensure all purchasing and procurement is conducted in line with the corporate guidelines with appropriate use of the Council's financial systems.
- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

6. Continuous Improvement

- Contribute to the delivery of cross-cutting service improvement initiatives and projects.
- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for residents.
- To undertake appropriate professional training to maintain professional competence and continual personal development, as required.
- Maintain an awareness of the Council's legal duties and policy objectives in respect of Equal Opportunities and Customer Care and ensure that they are incorporated into policy and practice.

7. Contacts

- Any role specific responsibilities.
- Council wide where appropriate in particular to engage with Adult Social Care and Children's Services to deliver a seamless service where appropriate.
- External: Including but not limited to; DWP; Rent Officers; Solicitors; Estate Agents; Accommodation Agencies; Housing Associations & RSLs; Probation Services; Voluntary Agencies; Hillingdon Law Centre; CABs; Health Care providers & CCG.

8. Additional Responsibilities

- To carry out all duties with full regard to responsibilities under health and safety legislation and the Council's health and safety policies
- To provide support and advice to staff in other sections.
- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.

9. KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans.
- Reducing void / re-let times.
- Reducing numbers of households placed in temporary accommodation.
- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFF saving targets.
- Staff performance & productivity metrics.

B. Person Specification

Housing Register, Allocations and Temporary Accommodation Assistant

This person specification will be used for recruitment to the **Housing Register, Allocations and Temporary Accommodation Assistant** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Hold an appropriate qualification in a relevant field: NVQ, Diploma, relevant degree or relevant experience.	✓	
A good standard of education with English & Maths GCSE grade A-C or equivalent	✓	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Ability to work flexibly to meet the needs of the service	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Experience of working in a front facing team interviewing and assessing clients with a need for assistance.	✓	
Experience of case work and the application of case work management systems.	✓	
Experience of effective multi-disciplinary working.		✓
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Ability to have or acquire an excellent working knowledge of all elements of housing needs: housing advice, temporary accommodation, property allocation and choice based lettings.	✓	
To have a sound understanding of relevant policy and strategy areas, including, but not exclusively: <ol style="list-style-type: none"> Hillingdon's housing strategy, homelessness strategy and related sub strategies. Hillingdon's Health and wellbeing strategy. Hillingdon's social housing allocations policy. The Housing Act 1996 part VI & VII. Codes of guidance from central government. DWP guidance and benefits regulations. Domestic abuse strategy. Safeguarding children and adults' guidance. 		✓
To be a confident, engaging communicator, able to positively handle contact with clients from a range of backgrounds and with complex needs	✓	
Have the ability to build and maintain a good understanding of wider council and department objectives, services and initiatives and how these influence service delivery.		✓
The ability to handle conflict, or potential conflict situations with clients who may be distressed, dissatisfied or potentially	✓	

aggressive/ violent, and to do so within the Councils policy/procedure on carrying out such interviews.		
Skills to record effectively and keep case records and contacts up to date and relevant.	✓	
Excellent ICT skills and knowledge of service specific software to maximise effectiveness. Proven ability to work with several software applications in conjunction, and proficiency in office ICT tools and database use.	✓	
Ability to handle and respond to customer complaints clearly and comprehensively in keeping with the council's service standards.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
"Can do" positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	