

Job Description

Department:	Adult Services & Communities
Division/Section:	Housing Needs
Job Title:	CBL & Housing Register Officer
Post No:	tba
Grade:	7
Reports to:	Housing Needs Team Leader
Organisation Chart: Show immediate manager and any jobs reporting to this post.	
DBS Check applicable?	Basic <input type="checkbox"/> Standard <input type="checkbox"/> Enhanced <input checked="" type="checkbox"/> None <input type="checkbox"/>
	<p>Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?</p> <p>Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
Line Management responsibility for:	<p>No. of direct reports: 0</p> <p>No. of indirect reports: 0</p>
Size of budget:	None
Job Purpose:	<ul style="list-style-type: none"> To deliver a front-line customer service, by telephone, electronically and face to face, providing housing advice. Registering new applications, making decisions in relation to the priority an application is awarded and allocating properties in accordance with the Peterborough Common Allocations Policy. Supporting the Housing Needs Team Leader in the administration of Choice Based Lettings.

Version: 1

Date Issued: February 2017

Review Date: February 2018

Main Duties and Responsibilities:

- To provide advice and assistance to applicants on the Peterborough Homes Choice Based Lettings Scheme
- To process applications, assess the eligibility, housing need and priority of clients' cases in accordance with the statutory allocation of accommodation code of guidance and the Peterborough Homes Allocations Policy
- To shortlist applicants and decide the priority for allocation of properties advertised through the choice based lettings scheme in accordance with the Peterborough Homes Allocations Policy
- Produce decision letters and liaise with applicants to advise them of the outcome of their applications to join the housing register and their registration of interest in choice based lettings properties
- To participate in the provision of the front-line telephone service ensuring that all callers are dealt with speedily, effectively and courteously in a caring, responsive and efficient manner.
- To assist the Housing Needs Team Leaders in the delivery of the Choice Based Lettings Scheme, including the liaison with landlords taking part in the scheme relating to property information, viewing information and results of viewings.
- Take decisions and notify applicants where a change to their circumstances has changed their priority on the housing register.
- To assist in the collection and analysis of statistical information
- To assist the Housing Needs Operations Managers with the induction of new members of the team
- Deal with incoming and outgoing enquiries from clients and other third parties: in person/ by telephone/ by electronic and other correspondence
- Maintain the computerised and manual systems and records that are required for the service
- To compile reports on customers' circumstances for consideration by review panels
- To assist in the housing register rolling review programme
- To assist in customer consultation exercises, including proposed policy changes
- Ensure a high level of customer care is delivered to clients, colleagues, partners and others coming into contact with the service.
- Participate in a workplace culture based on open communications, respect for clients and respect for one another.
- Promote Housing services, particularly homelessness prevention, to statutory and voluntary agencies, and other services/organisations.
- Deputise for the Housing Needs Team Leader in co-ordinating CBL as and when required

Generic

To carry out all responsibilities with regard to the Council's Equalities Policy and

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Responsibilities:	<p>Procedures and Customer Care Policy.</p> <p>To comply with all Health & Safety at work requirements as laid down by the employer.</p> <p>The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.</p>
Flexibility Clause:	<p>Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.</p>
Variation Clause:	<p>This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder.</p> <p>In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.</p>

DATE: 05/03/2018 **COMPLETED BY:** Sean Evans

Person Specification

JOB TITLE:	CBL & Housing Register Officer	POST NO:	TBA
GRADE:	Subject to JE	DEPARTMENT:	Adult Services & Communities
HOURS	37		
DIVISION:	Housing Needs	DIRECTOR:	Wendi Ogle-Welbourn
DATE:	05/03/2018	COMPLETED BY:	Sean Evans

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	<p>Knowledge of social housing issues (A&I)</p> <p>Knowledge and understanding of Housing Act 1996 Part VI, policies and statutory guidance relating to the allocation of accommodation (A&I)</p> <p>Knowledge of office procedures and systems (A&I)</p> <p>Effective organisational skills, including prioritising work in order to meet targets and deadlines (A&I)</p> <p>The ability to learn, assimilate and disseminate new information (A&I)</p>	
SKILLS & ABILITIES	<p>Communications approaches to instil an open workplace culture and confidence amongst colleagues, partners and management. (A&I)</p> <p>Positive behaviours in dealing with people, problem-solving and matching effort to job demands. (A&I)</p> <p>Excellent self-organisation. (A&I)</p> <p>Ability to plan, prioritise and achieve tasks within tight deadlines. (A&I)</p> <p>Ability to effectively use range of IT applications including databases, word processors and spreadsheets. (A&I)</p> <p>Ability to work effectively in collaboration with</p>	

	internal and external partners in order to develop and deliver the best possible outcomes for clients (A&I)	
EXPERIENCE	An ability to demonstrate at least one years experience of working within a team (A & I) Ability to deal with challenging clients demonstrated by work experience (A & I)	
QUALIFICATIONS	A-C grade GCSE in English and Maths, or equivalent	Evidence of continuing personal/professional development (A & I)
PERSONAL CIRCUMSTANCES	Able to work outside of normal office hours including occasional weekends and bank holidays. (A&I) Willingness and ability to travel in line with requirements of the post. (A&I)	
EQUALITY	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge, understanding and a demonstrable track record of personal commitment to effective customer care (A & I))	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed:
(AI) Application / Interview, (P) Presentation, (W) Written Test.]