

JOB DESCRIPTION

Job title: Housing Options Officer

Scale: Grade 5+

Reporting to: Housing Options Manager

Main contacts: Housing Options Manager, Housing Options Team, Neighbourhood Services teams and other originations supporting applicants.

Main purpose of the job:

To deliver a comprehensive and high quality, customer and performance focussed housing options service to applicants.

To ensure that all applications for rehousing are dealt with in a timely way and in accordance with relevant policies and procedures.

To provide advice and support to applicants in all aspects of the process.

To provide advice and support to other Northwards Housing staff on housing options matters.

Key Areas of Responsibility

To provide a comprehensive, efficient, customer and performance focused service applicants.

This will include face to face contact, telephone contact and in all written correspondence.

To carry out all the functions related to a Housing Options service at Northwards. This includes:

- Having a comprehensive practical knowledge of Manchester City Council's Allocations Policy.
- To prioritise applications accurately.
- To give advice on a full range of housing options across Manchester.
- To understand and give advice on prospects for rehousing across Manchester.
- To work with support providers and other applicant advocates.
- To ensure that all contact is logged on journals accurately.
- To refer applicants for appropriate support where necessary.
- To work with vulnerable applicants who cannot bid themselves to secure offers of rehousing.

To work with other Registered Providers across Manchester

To work closely with the New Tenancy Team, Rent and Money Advice teams to ensure that a "rent first" message is embedded within the Northwards culture.

To meet individual and team key performance targets for sustaining and improving the quality of the Housing Options Service.

Administer and maintain accurate records relating to the Housing Options Service.

To work closely with Neighbourhood Services and other external services to ensure a seamless, effective and appropriate service

To provide accurate, good quality and timely advice and assistance to applicants.

Ensure that appropriate support mechanisms are in place for vulnerable tenants by making appropriate referrals and working in partnership with other services and agencies

To provide support and advice to other teams in respect of housing options matters.

To work effectively with staff in other organisations, in particular staff in the Manchester Move choice based lettings service, homelessness and other housing related support services.

To work creatively in conjunction to promote and publicise Northwards homes.

To contribute to meeting performance targets for the rehousing service.

To have an up to date and comprehensive understanding of all welfare reform matters in their relation to new tenancies. This includes (but not limited to) the Bedroom Tax, Pay to Stay and Local Housing Allowance levels.

To play an active and constructive role in team meetings.

To provide cover for the New Tenancy Team when necessary.

Maintain an awareness and observation of Fire and Health & Safety Regulations and good practice requirements throughout the company.

Actively follow all Northwards policies including Equal Opportunities policies

To carry out any other duties within the scope, spirit and purpose of the job as requested by management as duties and responsibilities change, the job description will be reviewed

Take personal responsibility for minimising Northwards impact on the environment by supporting our green agenda

Where the postholder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

PERSON SPECIFICATION

Skills and Ability

A commitment and ability to provide a highly efficient, flexible and customer-focused Housing Options service.

A commitment and ability to work within a performance focussed environment.

Excellent communication skills both verbal and written.

Ability to process and record information accurately and in a clear and concise manner.

An ability to read, interpret, implement and explain policies and procedures to a range of audiences.

The ability to analyse and solve difficult problems.

Ability to take initiative and make informed decisions.

Ability to work unsupervised and to manage time well.

Ability to work well with others.

The flexibility to adapt to changing workload demands and new organisational challenges.

Personal Qualities:

Tact and diplomacy in interpersonal relationships.

Commitment to excellent customer service.

A committed enthusiastic team member.

Personal commitment to the corporate values and objectives of Northwards Housing and culture of continuous service improvement.

Commitment to own personal development and take full advantage of training provided

To work positively and inclusively with colleagues and customers so that Northwards Housing provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.