

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Service Unit: Housing & Environment **Post No:** 10001004

Job Title: Allocations Officer **Grade:** 5 - 6

Reports to: Senior Housing Allocations Officer and the Housing Manager

1. JOB PURPOSE

To undertake specific duties leading to the allocation of Council accommodation and the provision of housing advice and assistance to persons on the housing register.

2. JOB ACTIVITIES

Will include:

- a) Assisting with the allocation of Council properties in strict accordance with the Council's allocation policy
- b) To be responsible for their own geographical area, undertaking home visits and escorted viewings, allocating sheltered properties and assisting in the selection and nomination of applicants to registered social landlords and general Council housing stock.
- c) Working alongside the other Officer to provide a customer focussed service by supporting each other especially during periods of absence.
- d) Working alongside the team to carry out an effective and efficient shortlisting system in accordance with the Council's Allocations Policy. Ensuring the timescales for letting the council owned properties are maintained in order to meet the void turnaround targets to minimise the lost revenue of rent for the local authority.
- e) To be responsible for liaising with the building maintenance team to ensure quick void turnaround times for sheltered properties
- f) Uploading detailed property descriptions onto the online housing register system
- g) To deal with written and verbal enquiries in connection with housing allocations and related matters, both from applicants and outside agencies.
- h) Assisting the team to resolve tenancy issues resulting from the death of the tenant or through family or matrimonial breakdown, and processing tenancy termination and succession requests
- i) To undertake in-depth interviews in a sensitive manner with applicants in connection with their housing, involving discussion of the applicant's personal circumstances ensuring interviews are conducted in a professional manner and confidentiality is maintained at all times.
- j) Undertaking all aspects of the mutual exchange process
- k) Preparation of reports on applicants.
- l) Conforming to Council and Departmental Operating procedures.
- m) Dealing with paperwork, correspondence and the keeping of necessary records.
- n) Any other duties as reasonably required by the post-holders Manager or Senior Officer

This is a career grade post and remuneration is reflected by the post holder's ability to perform the competencies (skills, knowledge, experience, etc.) described in the person specification. Ability in each competency will be regularly assessed.

3. SUPERVISION AND RESPONSIBILITIES

The post-holder will communicate with other departments and outside organisations. The work is varied, may be complex and involve changing rapidly from one task to another during the working day often under pressure.

The post-holder must work to attain optimum performance in service delivery within your area of responsibility.

The post-holder will work under their own initiative, with day-to-day supervision from the Senior Housing Allocations Officer, but should seek the advice of the Housing Manager or the Senior Housing Allocations Officer on difficult or contentious decisions.

4. SPECIAL CONDITIONS

The postholder would deal with a variety of individual cases involving persons who may be abusive, distressed, engaged in anti-social behaviour or under the influence of alcohol or other chemical substances and should be aware of the potential risks associated with such contacts and adhere to necessary precautions for his/her own safety and the safety of others.

The postholder would deal with a variety of individual cases involving elderly persons, disabled persons, ethnic minorities or similar persons having special needs and should be aware of the welfare, legislative and other requirements associated in dealing with such groups of people.

The post-holder must comply with legislative requirements of health, safety and welfare ensuring good practice standards at all times.

To ensure proper adherence to the Council's Grievance, Disciplinary, Capability, Harassment and other personnel policies and procedures.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

The post-holder may deal with a variety of individual cases involving persons who may be abusive, distressed, engaged in anti-social behaviour or under the influence of alcohol or other chemical substances and should be aware of the potential risks associated with such contacts and adhere to necessary precautions for his/her own safety and the safety of others.

The post-holder may also deal with a variety of individual cases or enquiries involving elderly persons, disabled persons, ethnic minorities or other similar persons having special needs and should be aware of the welfare, legislative and other requirements associated in dealing with such groups of people.

The post-holder must possess a valid driving licence and have access to a motor vehicle

This job description is a guide to the duties the post-holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

TENDRING DISTRICT COUNCIL

PERSON SPECIFICATION

Job Title: Allocations Officer

Post No: 10001004

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

PROFESSIONAL & TECHNICAL DEVELOPMENT

- Good GCSE passes or equivalent in English and Mathematics
- Good standard of Computer literacy
- Experience working in a housing environment would be an advantage
- Experience of working in Local Government
- Hold a current driving licence and access to a vehicle on a daily basis

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

3.2 Persuading and Influencing

- a. Makes a strong personal impression on others
- b. Gains clear agreement and commitment from others by persuading, convincing and negotiating
- c. Promotes ideas on behalf of self and or others
- d. Makes effective use of (internal) political processes to influence and persuade others

3.3 Presenting and Communicating Information

- a. Speaks clearly and fluently
- b. Expresses opinions, information and key points of an argument clearly;
- c. Makes presentations and undertakes public speaking with skill and confidence;
- d. Responds quickly to the needs of an audience and to their reactions and feedback; and projects credibility.

4.1 Writing and Reporting

- a. Writes clearly, succinctly and correctly
- b. Writes convincingly in a engaging and expressive manner
- c. Avoids the unnecessary use of jargon or complicated language;
- d. Writes in a well-structured and logical way;
- e. Structures information to meet the needs and understanding of the intended audience.

4.2 Applying Expertise and Technology

- a. Applies specialist and detailed technical expertise;
- b. Develops job knowledge and expertise (theoretical and practical) through continual professional development
- c. Shares expertise and knowledge with others
- d. Uses technology to achieve work objectives;
- e. Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity
- f. Demonstrates an understanding of different organisational departments and functions.

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction
- b. Sets high standards for quality and quantity
- c. Monitors and maintains quality and productivity
- d. Works in a systematic, methodical and orderly way.
- e. Consistently achieves project goals

Applicants should note that the above competencies are part of the Council's Universal Competencies Framework and there will be other competencies relevant to this role which will be used in the on-going appraisal of the person appointed.