

## Folkestone and Hythe District Council Job Description

JOB DETAILS	
<b>Job Title</b>	Senior Housing Accommodation Officer
<b>Service Area / Team</b>	Human Resources / Housing Options
<b>Reports to</b>	Housing and Inclusion Manager
<b>Post Number</b>	
<b>Grade &amp; Annual Salary</b>	Grade F (£29,213 - £33,390)
<b>Politically Restricted Post</b>	No
<b>DBS Requirement</b>	Enhanced

JOB PURPOSE
<ul style="list-style-type: none"> <li>To be responsible for overseeing the delivery of an effective and efficient Allocations and Lettings service.</li> <li>To monitor households in temporary accommodation making use of all available accommodation options to discharge the council's statutory duties.</li> <li>To oversee and ensure the provision of an effective and professional private sector Property Solutions Service, ensuring that wherever possible we are able to maximise the use of all housing stock within the district, focusing upon the private rented sector and increasing the successful take up of sustainable private sector options for customers of the Housing Advice and Preventions team.</li> </ul>

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
<ul style="list-style-type: none"> <li>To line manage the Housing Accommodation Officer/s, the Landlord Liaison Officer and the Prevention Plus Officer, undertaking performance activities, such as 1-1s and performance appraisals.</li> </ul>	Daily (monthly 1-1s, biannual appraisals)
<ul style="list-style-type: none"> <li>To oversee, provide operational supervision and guidance to the day to day operational activities of the Allocations Team</li> </ul>	Daily

and Prevention Plus service in order to provide practical help in preventing homelessness or securing alternative suitable accommodation.	
<ul style="list-style-type: none"> <li>To work collaboratively with the Housing Advice and Options Team Leader (and under their direction when required) to deliver the best possible service/s for the council and our client group.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To take the lead on any issues arising in relation to the day to day administration of the Housing Waiting List, including: <ul style="list-style-type: none"> <li>Ensuing a clear and transparent process for the nomination of clients to vacant properties;</li> <li>Maintenance of records;</li> <li>Assessing client suitability, including medical issues;</li> <li>Information collection and authentication checks</li> </ul> </li> </ul>	Daily
<ul style="list-style-type: none"> <li>To maintain an extensive knowledge of social housing stock within the Folkestone &amp; Hythe District, and be aware and prepare for New Build social housing properties coming through the Choice Based Lettings system.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>To complete all allocations and direct lets through the processes set up on Kent Homechoice (Kent's Choice Based Lettings Scheme) within agreed procedural timescales.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To ensure that nominations are completed accurately and promptly to keep voids to a minimum, with a robust audit trail of the offers made, to which clients and why, ensuring that Allocations staff should check each other's work for consistency.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To identify new nomination/verification processes to help reduce void times.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>To carry out all final pre-allocation checks in line with procedure/s and within timescales, liaising with other Council Teams, including East Kent Housing Rents Team, Housing Associations and Corporate Debt Team.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To carry out home visits to verify applicant's circumstances prior to making a nomination or as required in line with the Allocations Policy.</li> </ul>	Average 6 per week
<ul style="list-style-type: none"> <li>To ensure when shortlisting that there are clear reasons for any applicant being bypassed, and to deal with complaints arising from the same.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To ensure that all adverts are fully checked and published in accordance with the Council's Allocations Policy.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To deal with written and verbal enquiries including complaints and Freedom of Information requests, in connection with all Housing Allocations, Choice Based Lettings and other related matters, from applicants, Social Services, East Kent Housing and other Social landlords etc. (Not an exhaustive list).</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To support the work of the Housing Advice and Preventions Team by providing a range of accommodation options for clients in housing need including private and voluntary sectors.</li> </ul>	Daily

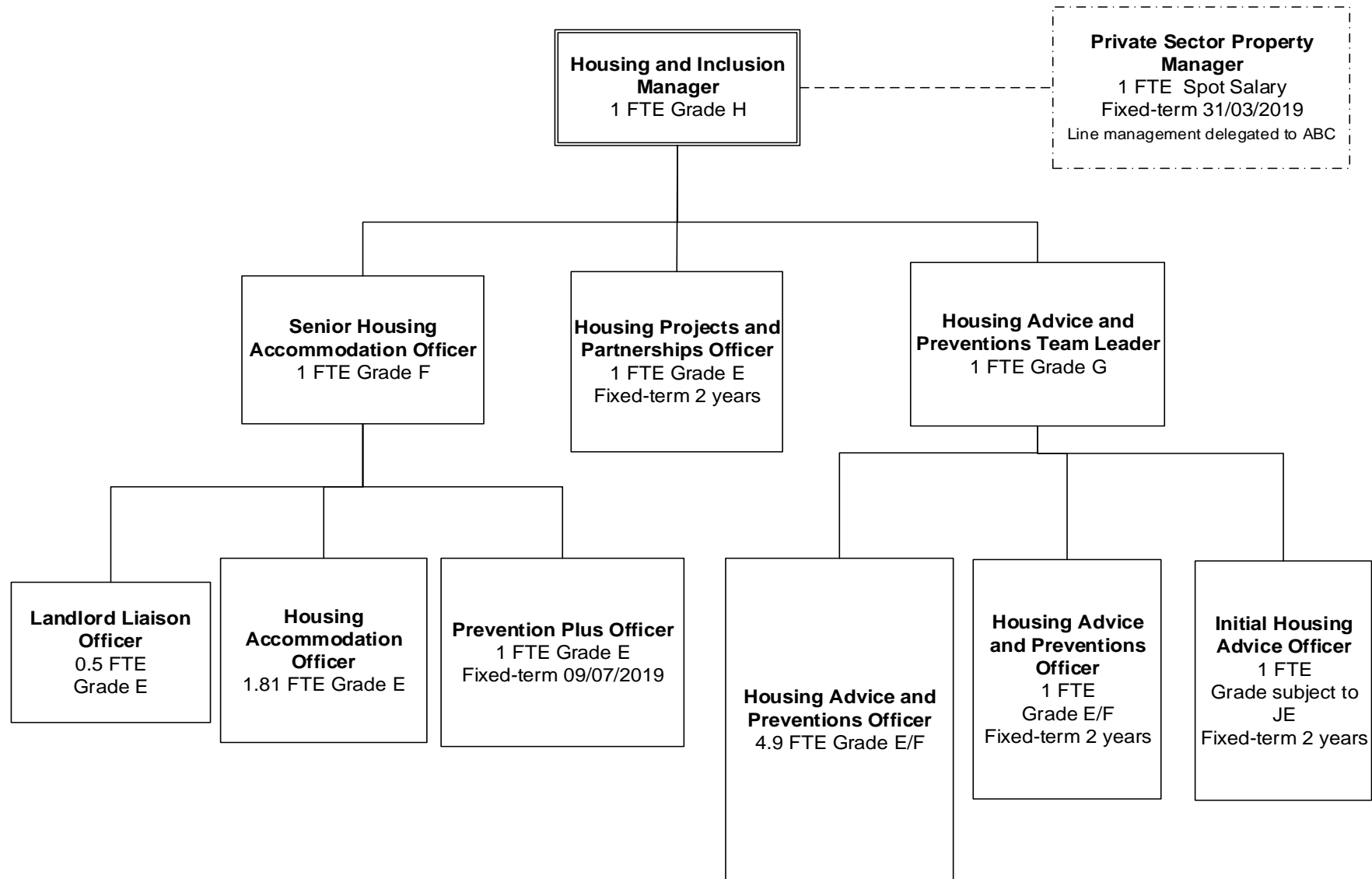
<ul style="list-style-type: none"> <li>To maximise the use of the Council's Rent Deposit Scheme and Prevention Fund.</li> </ul>	Weekly
<ul style="list-style-type: none"> <li>To implement a move on strategy for households with an accepted duty in temporary accommodation, including being the lead officer for the councils relocation scheme, ensuring that relocation opportunities are further developed and enhanced.</li> </ul>	Annual
<ul style="list-style-type: none"> <li>To meet void turnaround targets to minimise lost revenue of rent for the local authority.</li> </ul>	Weekly
<ul style="list-style-type: none"> <li>To ensure minimal use is made of B&amp;B through the effective use of RSL nominations and alternative solutions such as private rented accommodation.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To oversee all temporary accommodation usage, liaising with the companies that provide properties, ensuring effective and timely communication between the Council and providers regarding move-ins and move-on's.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To carry out regular unannounced inspections of temporary accommodation provision and deal with any complaints from the customer or proprietor.</li> </ul>	One per week
<ul style="list-style-type: none"> <li>To make efficient and cost effective use of temporary, abiding by legislation regarding the length of time families and young people can be placed by a local authority in Bed &amp; Breakfast and Hotels.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To support the Property Solutions Schemes providing advice and tenancy support to landlords and clients to resolve tenancy problems including setting up and terminating a tenancy e.g. tenancy agreements, utilities, safety requirements, repairing obligations, period of notice, possession proceedings etc.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>To establish a network of private landlords who would be willing to accept those who are homeless/threatened with homelessness as tenants.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>To work under the direction of the Housing Advice and Preventions Team, to identify appropriate tenants for properties secured under the Property Solutions Scheme and where suitable, facilitate discharge of statutory duties into the private sector.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>To work in partnership with the councils ABC Lettings Scheme, promoting the scheme's benefits, offering both Property Solutions and ABC Lettings as an option.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>To identify, under the direction of the Housing Advice and Preventions Team, households who will require housing related support during the course of their tenancy.</li> </ul>	Ongoing
<ul style="list-style-type: none"> <li>To carry out entrance and exit inspections of private sector properties with prospective applicants when required, ensuring applicants are provided with clear advice on the property and range of services available.</li> </ul>	As required
<ul style="list-style-type: none"> <li>To lead on the annual Landlord Event promoting the councils Property Solutions and ABC Lettings services, to include event booking and organising.</li> </ul>	6 Monthly

<ul style="list-style-type: none"> <li>To ensure that when the Council makes an offer of accommodation in order to discharge its duty. that the property is suitable. That the offer is made in writing, setting out how the offer meets the suitability criteria and is in the form of a formal discharge of duty letter.</li> </ul>	Weekly
<ul style="list-style-type: none"> <li>To ensure that when the Council's Housing Duty has been discharged through a Private Sector offer that the discharge paperwork is completed accurately and systems are updated.</li> </ul>	Weekly
<ul style="list-style-type: none"> <li>To create and maintain accurate and up to date records of client's details and circumstances through the relevant IT recording systems in accordance with guidance and established procedures.</li> </ul>	Daily
<ul style="list-style-type: none"> <li>To carry out welfare checks on unauthorised encampments.</li> </ul>	As required
<ul style="list-style-type: none"> <li>To assist the Housing and Inclusion Manager, and Housing Options Team Leader and other housing sections with the induction/training of new staff by mentoring and job shadowing.</li> </ul>	As required
<ul style="list-style-type: none"> <li>To provide duty cover for the Housing Advice and Preventions Team.</li> </ul>	As required

## **CORPORATE RESPONSIBILITIES**

<ul style="list-style-type: none"> <li>Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district.</li> </ul>
<ul style="list-style-type: none"> <li>To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required.</li> </ul>
<ul style="list-style-type: none"> <li>To actively demonstrate the values and behaviours of the council.</li> </ul>
<ul style="list-style-type: none"> <li>To ensure our customers are valued by taking into account their views and needs in all that we do.</li> </ul>
<ul style="list-style-type: none"> <li>To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.</li> </ul>
<ul style="list-style-type: none"> <li>To communicate openly and honestly with colleagues, members and customers.</li> </ul>
<ul style="list-style-type: none"> <li>To undergo any training necessary to be able to fulfil the requirements of the job.</li> </ul>
<ul style="list-style-type: none"> <li>To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time.</li> </ul>

## Structure Chart



## Person Specification

### Post Title: Senior Housing Accommodation Officer

<b>Important Information for Applicants:</b> The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	<b>Essential</b> <ul style="list-style-type: none"> <li>A-C GCSE maths and English, Level 2 literacy and numeracy (or equivalents) or recent and relevant experience that demonstrates proficiency in English and maths.</li> <li>NVQ level 2 in Housing, Customer Care, or related / equivalent, or relevant experience that demonstrates proficiency.</li> </ul>	√		
	<b>Desirable</b> <ul style="list-style-type: none"> <li>A relevant managerial qualification or willingness to work towards one, or equivalent work experience in a similar field.</li> </ul>	√		
Experience and Knowledge	<b>Essential</b> <ul style="list-style-type: none"> <li>Recent and relevant experience of working in a local authority housing environment.</li> <li>Experience of giving advice to housing applicants and dealing with allocations policies.</li> <li>Good working knowledge of all information technology systems relating to allocations work, including the Choice Based Lettings system, and actively contributing to the ongoing development of these systems.</li> <li>Comprehensive working knowledge of Social Housing Allocation Policies</li> </ul>	√	√	
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