

Role Profile

Job Title:	Housing Initiatives Officer	Grade: 9	Spinal column point range:
Department:	Housing Demand	Post no:	
Directorate:	Housing & Regeneration	Location:	Perceval House

Role reports to:	Housing Demand Team Manager
Direct Reports:	None
Indirect Reports:	None

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the council and the requirements of the job.

JOB DESCRIPTION

PURPOSE OF ROLE:

- Rehousing Underoccupying Council Tenants from their Underoccupied council properties to suitable accommodation that meets their housing needs.
- Provision of hand holding support and advice to Underoccupying Council Tenants to ensure their smooth move through a range of initiatives.
- Working closely with the Adult Services in assisting single vulnerable homeless applicants in moving on from bed & breakfast accommodation with the available support.
- To work with Overcrowded Council tenants to alleviate overcrowding with aim to resolve overcrowding situation with the available options.
- To assist the Council in ensuring it makes best use of its housing stock and available housing schemes
- To work with key partners to deliver outcomes in tackling overcrowding and under-occupation in the Borough
- To work with West London colleagues to ensure consistency of approach and sharing of best practice

KEY ACCOUNTABILITIES:

- To carry out detailed casework with Council Tenants who are underoccupying their current accommodation, to assist them in finding a more suitable housing solution and ensure the Council makes best use of housing stock.
- To carry out detailed casework for Council Tenants that are overcrowded, including home visits and interviews in the office, to discuss ways of reducing overcrowding, alternative housing options and referral to appropriate rehousing schemes available.
- To work closely with single vulnerable homeless applicants in Bed & Breakfast accommodation and joint working with the Adult Services to ensure the applicants received necessary support to move on.
- To work with colleagues across the Council to ensure all available options are considered in all housing tenures and reviewed on a regular basis.
- To provide support, organise and manage the moving of under-occupying Council Tenants including removals and other practical assistance to under-occupiers, and arrange payments of Tenants Incentive Payments.
- To maintain up-to-date records of contact with Council Tenants, including the maintenance and up keep of all households' files and the inputting of information onto appropriate IT Systems.
- To provide data on overcrowded and under-occupied households in the Borough, including regular and ad hoc reports.
- To explore all the available rehousing schemes with the aim of identifying viable housing options for underoccupying tenants and vulnerable single homeless applicants in Bed & Breakfast
- To work on initiatives, projects and campaigns in the Allocations Team using Targeted Housing Options to increase service take up
- To develop a thorough knowledge of the Council's housing stock, and work in partnership with the Allocation Team and Landlord Services to minimize void periods in the letting of Council stock.
- To answer correspondence, enquiries and complaints from Tenants, Councillors, MPs, other Council departments and external agencies within specified times.
- To keep abreast of legislation, regulations and case law relating to this area of work.
- To assist with maintaining and improving quality standards with the Housing Demand Department to ensure that the service provided meets agreed specifications, promoting pride in the public service, put the customer first and provide value for money.
- To actively participate in team meetings relating to the duties of the post and attend training courses, reporting information obtained for the benefit of all staff.
- To promote and implement the Council's policies on Equal Opportunities and Health and Safety by delivering and upholding highest standards of behaviour.
- To work as part of multi-disciplinary project teams to enable the breaking down of departmental and inter-departmental barriers and encourage the concept of both internal and external partnership working.
- To be able to cover the role and duties of Officers in the Allocations Team, including the ability to be able to let a property, including advertising, shortlisting and resulting offers on Locata.
- To support organisational change ensuring the appropriate systems of

<p>performance and development, communications, equality measures, monitoring and review are in place.</p> <ul style="list-style-type: none"> • To take active steps to contribute to the achievement of all the Council's core priorities and values. • To prepare for and receive supervision and annual appraisals, and undertake training and development opportunities to improve knowledge and skills in the role. • To carry out appropriate duties as directed at any office location within the borough that is in line with the purpose and grade of the post, to ensure that service delivery is maintained. • To participate in the Departmental duty rota, including answering the team's telephone line, responding to correspondence and to ensure the service is available to the public during office hours.
<p>KEY PERFORMANCE INDICATORS:</p> <ul style="list-style-type: none"> • Delivery of relevant parts of the Housing and Homelessness Strategy and action plans. • Number of under occupiers and Overcrowded households moving on annual basis in line with the Council's Lettings Plan.
<p>KEY RELATIONSHIPS (INTERNAL AND EXTERNAL):</p> <p>The post is required to establish and maintain effective liaison with a range of internal and external services as required,</p> <ul style="list-style-type: none"> • Adult Services • Landlord Services including Tenancy Management Teams • Voids Team • Housing Demand Department including Housing Solutions • Housing Regeneration Team • Private Sector Tenants, Landlords and Agents • Registered Providers • Locata Housing services • Finance and other key departments within the Council involved in service delivery
<p>AUTHORITY LEVEL (PEOPLE, POLICY, FINANCIAL):</p> <ul style="list-style-type: none"> • The post-holder will be required to participate in the development and revision of the Housing Allocation Scheme and Housing and Homelessness Strategy.

Person Specification

ESSENTIAL KNOWLEDGE, SKILLS & ABILITIES:

ESSENTIAL KNOWLEGDE:

1. Knowledge of the Council's Housing duties under Part VI & VII of the Housing Act 1996 (as amended) and other relevant legislation and case law.
2. Knowledge of Choice Based Lettings for the allocation of social housing
3. Ability to assess and engage with residents, to ensure that their accommodation needs are fully assessed and ensuring offers of accommodation are suitable for household needs.
4. Ability to negotiate at the appropriate standard with residents, landlords and other key agents to achieve service outcomes.
5. Ability to maintain electronic records and provision of reports and data to meet service needs.
6. Ability to work effectively as part of a team in the delivery of the service.
7. Excellent verbal and written communication skills and the ability to self-motivate and be able to work unsupervised.
8. Ability to work on new projects and initiatives to improve the service to residents in meeting their housing needs.

ESSENTIAL EXPERIENCE:

- Experience of working in a Housing Allocation setting, either in a Council, Registered Provider or Private Sector work setting.
- Experience of dealing with and providing holistic support to vulnerable clients
- Must have experience of working as a member of a team in a busy customer services environment.
- Ability to manage and direct own workload and act on own initiative, within the law
- Ability to explain complex legal matters in language which can be understood by customers
- Negotiation skills and the ability to use these in a range of situations, including with customers and householders, landlords and legal representatives
- Ability to coach and assist other officers
- Experience of giving a variety of information and advice to a wide range of people and groups, including housing, welfare benefits and employment.
- Experience of using IT systems including databases and spreadsheets in day to day work.
- Extensive knowledge of the welfare reform act

Qualification:

- At least 5 GCSE qualifications (or equivalent), or substantial relevant work experience

Values & Behaviours

Improving Lives for Residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they'll do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards