

Role Title	Rehousing Officer
Job Family	Residents Services
Competency Level	Officer
Pay Range / Scale	SO2
Purpose To deliver a responsive and customer-focussed service to all housing register applicants, and to ensure the efficient assessment of housing needs and letting of all available social housing properties including Low- cost Homeownership to customers in housing need	
Generic Accountabilities	End Results/ Outcomes
Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.	The service is delivered to the quality, organisational and professional standards required Customer / stakeholder expectations are managed in relation to what can be delivered. The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.
Maintain all required records and information. Analyse and interpret complex information, for input into reports.	Procedures are adhered to and all information is correctly recorded and processed. Accurate, complete and relevant information / records / reports are provided for internal and/or external use.
Develop specialist documents / materials / activities to support / promote the service area.	All materials / activities are delivered to the required standards and timescales. Communications are clear, well planned and effectively targeted.
Provide advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.	Expert advice, information and support are provided on the full range of issues within the field of expertise. Queries / complaints are effectively managed. Appropriate action is taken to resolve the issue. Customers are satisfied.
Maintain information systems which support the specialist area. Contribute to the development of these systems.	Changes to systems, are identified and recommended. Systems meet operational requirements.
Work closely with others to clarify changing customer / organisational requirements.	Customer requirements are identified and documented. Improvement opportunities are identified and recommended.

Develop good working relationships, develop community links and communicate effectively with internal / external organisations / partners and stakeholders. Represent specialist area internally and / or externally.	<p>Specialist work area reputation is maintained or enhanced.</p> <p>Stakeholders are engaged with activity relevant to them.</p> <p>Positive feedback is received from stakeholders.</p> <p>Best practice is shared.</p>
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	Outcomes/End Result
To deal effectively with all enquiries from housing register applicants relating to their relative priority, bidding options, special circumstances, etc.; to enter applications directly on the database in exceptional circumstances	Holistic service offered to applicants
To assist applicants in updating their applications and providing information about their cases through good understanding of policies, various processes and procedures.	Correct relative priority given to each applicant
To ensure that applicant's relative priority has been fully assessed including medical, disability, social and welfare needs referring cases to the appropriate panel and supporting the panels as necessary.	Legal challenges minimised.
To verify the circumstances of applicants whenever necessary through background checks, home visits and interviews	Accommodation provided based on established need: any potential fraud issues identified and addressed

To arrange for available properties to be offered on the Choice Based Lettings website with accurate information regarding location, rents, applicants entitled to bid, etc.	Customers able to bid for suitable properties based on accurate information
To review the bidding information on the database for each available property, apply the relevant criteria to each bid, and nominate the appropriate households to the Housing Management service and Registered Provider landlords in accordance with Service Level Agreements and voids performance targets	Voids costs kept to a minimum; temporary accommodation numbers reduced; good relations maintained with key strategic partners (Registered Providers)
To guide customers in achieving rehousing through special schemes including the Transfer Incentive Scheme, mutual exchange, Home finder, housing moves. Low – Cost Home ownership etc.	Full range of options available to customers
To work with other teams in Housing Solutions to ensure direct offers of permanent accommodation are made in line with Council policy and the service's priorities	Temporary accommodation costs reduced Tenants in special circumstances rehoused in Council's interests (e.g. regeneration schemes)
To liaise effectively with the Housing Occupational Therapist, the Independent Medical Advisor and other professionals inside and outside the Housing Solutions service in order to address the needs of applicants on the housing register and resolve their housing issues as far as possible	Holistic service provided to register applicants
To notify successful bidders of their position and to arrange viewings with the relevant landlord	Voids costs kept to a minimum; temporary accommodation numbers reduced; good relations maintained with key strategic partners (Registered Providers)
To maintain the service's database in respect of the recommendations and or decisions by the Independent Medical Adviser, Housing Occupational Therapist, Social Needs and Sheltered Panels, offers, refusals, customer contacts, etc. ensuring all key developments are recorded in real time and outcome letters sent to the customer as	Applicants have corrected relative priority Decisions regarding allocations are robust and can withstand scrutiny and legal challenges

required.	
To assess cases and recommend payments to register applicants from designated budgets in specified circumstances including Home Loss and Disturbance payments, incentive payments to under-occupiers, etc.	Sound financial management Key dependencies met in regeneration schemes
To respond to customers refusing offers of accommodation, issuing decision letters discharging the Council's duty where appropriate	Scope for legal challenges reduced Void costs minimised

Nature of Contacts
<p>Key contacts are internal and external customers/stakeholders</p> <p>Will involve direct contact with members of the public including dealing with challenging situations where influence may be needed.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
Procedural Context
<p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements.</p> <p>Usually works within laid down procedures but needs to deal with day-to-day problems without always referring to others.</p> <p>Decisions will be made based on Council and legislative policies and procedures</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines.</p>
Key Facts and Figures
<p>Reports to; Rehousing Operations Manager</p> <p>Responsible for; n/a</p>

Resourcing
Budget Responsibilities: n/a
Knowledge, Skills and Experience

Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers

Ability to communicate effectively to a broad range of stakeholders

Ability to draft and write complex correspondence and reports, dealing with the suitability of accommodation offered under the Housing Act 1996

High level of IT skills working with a data base and software applications to produce letters and reports effectively

Detailed knowledge of allocations legislation, the Council's allocations policy, and the full range of specialist rehousing options available to customers from the Council and through other schemes

Ability to work constructively with other services and agencies and to negotiate successful outcomes for customers

Ability to work across service boundaries and to liaise effectively with Registered Providers and other key stakeholders

Indicative Qualifications

5 GCSE's or equivalent qualifications including Maths and English

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.