

Harlow Council Job Description

Job Title: Housing Assistant (Housing Options and Advice) **Post Number:** SH0223

Grade: 7 **Date:** December 2019

Service: Housing

Location: Civic Centre

Responsible to: Housing Options and Advice Team Leader

Job Purpose:

The Council is committed to providing its customers with the highest level of customer care in the delivery of a customer focused, high quality Housing Service.

The post holder will work as part of the overall Housing Options and Advice Team and will support the day to day work of the Housing Options and Advice and Homefinder Teams in delivering a first class service that is value for money and customer focused.

The post holder will be responsible for assisting in the day to day management and processing of individual Homeseeker applications, internal transfer cases and internal mutual exchanges from the date of registration through to the offer of accommodation.

- 1.0** You will assist in the processing and administration of Homeseeker, internal transfer and mutual exchange applications.
- 2.0** You will carry out administrative functions in support of the delivery of the Options and Advice Service.
- 3.0** You will assist in the verification and the payment of invoices and the commitment accounting processes.
- 4.0** You will assist in providing first line and administrative support for the Options and Advice and Homefinder Teams.
- 5.0** You will assist in the delivery of the Team Plan.
- 6.0** Other duties appropriate to the role.
- 7.0** Statement of Health and Safety.

Breakdown of tasks:

1.0 You will assist in the registration, assessment, processing and administration of Homeseeker, internal transfer and mutual exchange applications.

- 1.1 Receive enquiries either directly or via HCRM and assist in providing advice on Homeseeker applications, internal transfer and mutual exchange applications.
- 1.2 Undertake telephone, electronic and face to face enquiries on behalf of the Homefinder and Options and Advice Officers to enable them to assess and process applications.
- 1.3 Monitor and update as required complaints and enquiries via the HCRM system.
- 1.4 Receive, log and assist in the receipt, recording and processing of medical assessment forms (Homeseeker and transfer applications), Update Orchard applications as appropriate and advise applicant of the outcome of the assessment.
- 1.5 Respond to enquiries from other Service Teams and external partners and agencies.
- 1.6 Assist in checking applicant details as necessary and update as required also update any subsequent circumstance changes.
- 1.7 Assist in the collection and maintenance of monthly performance data.
- 1.8 Assist colleagues in carrying out home visits as required.
- 1.9 Assist applicants with the completion of application forms as required.

2.0 You will carry out administrative functions in support of the delivery of the Options and Advice Service.

- 2.1 Assist in carrying out the annual review of Housing Register applications, update and or cancel applicant records on Orchard as necessary.
- 2.2 Provide advice and support to applicants in relation to the Choice Based Lettings bidding process.
- 2.3 Produce statistical and performance information from Orchard Housing Management System.
- 2.4 Undertake routine correspondence on behalf of Homefinder and Options and Advice Officers, in relation to Housing Register applications and mutual exchange applications.
- 2.5 Arrange and attend both public and internal meetings and take minutes/notes as required.
- 2.6 Log all correspondence and ensure that it is answered within local service standards.
- 2.7 Undertake word-processing, photocopying and maintaining Team filing systems as required.

3.0 You will assist in the verification and the payment of invoices and the commitment accounting processes.

- 3.1 Check and investigate all incoming invoices, ensuring their validity and accuracy, enter details on relevant spreadsheet and pass for payment.
- 3.2 Maintain commitment accounting records as required.

4.0 You will assist in providing first line and administrative support for the Options and Advice and Homefinder Teams.

- 4.1 Maintain Team petty cash system.
- 4.2 Assist with the sign-up procedure for Council owned shared temporary accommodation, ensuring that incoming resident is aware of their terms and conditions.
- 4.3 To arrange emergency accommodation (B & B) where there is no other temporary accommodation available, monitor its use and verify invoices.
- 4.4 Make arrangements where required for the temporary storage of homeless applicants belongings. Supervise the deposit and collection of effects and complete inventories as appropriate.
- 4.5 Monitor voids process in respect of empty Temporary Accommodation properties to ensure turnaround targets are met. This involves regular communication with Area Management Team..
- 4.6 Make up sign up packs for non secure and shared TA lettings.
- 4.7 In the absence of the relevant Officer, assist in carrying out other duties with the direction of the Options and Advice Team Leader.

5.0 You will assist in the delivery of the Team Plan.

- 5.1 To contribute to discussions about the formation of the Team Plan
- 5.2 To assist in the delivery of the Team Plan.
- 5.3 To adhere to personal and team targets identified via team and personal development plans.

6.0 You will undertake other duties as reasonably required.

- 6.3 To undertake other duties commensurate with the grade, skills, knowledge and experience of the post holder.
- 6.4 All employees are expected to show a commitment to safeguarding children, young people and adults with care and support needs.
- 6.5 All employees are expected to have regard and operate within the Council's commitment to equality and diversity and customer care.
- 6.6 All employees are expected to adhere to requirements of GDPR (General Data Protection Regulation) and The Data Protection Act 2018 and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
- 6.7 All employees are expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

7.0 Statement of Health and Safety

- 7.1** Harlow Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work etc. Act 1974:
- 7.2**
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do
 - To co-operate with Harlow Council in order to enable statutory requirements to be implemented
 - Not to intentionally interfere with or misuse anything provided in the interests of health and safety'.