

## JOB DESCRIPTION

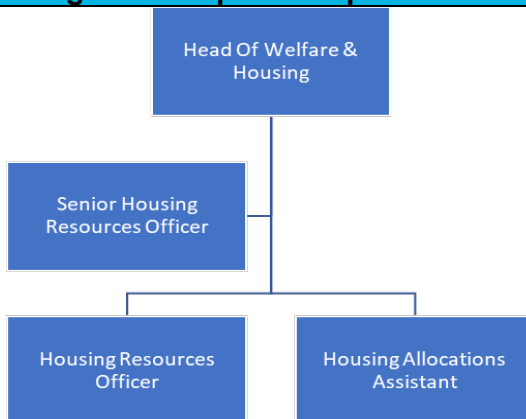


<b>Job Title</b>	Housing Allocations Assistant		
<b>Salary</b>	£20,092.00 to £23,080.00 plus £626 London Weighting		
<b>Directorate:</b>	People	<b>Section/Location:</b>	Welfare & Housing Service Time Square
<b>Grade/Salary Range:</b>	BG-I, SCP6-14	<b>Work style:</b>	Home Flex

### Key Objectives of the role

- To assist households with their applications to be able to join the Housing Register.

### Designation of post and position within departmental structure



### Daily and monthly responsibilities

- To assist in the administering of the Housing Register including assessing on-line applications by making them active if eligible or by closing them if they are not.
  - To ensure the necessary documentation is in place to enable customers to bid for a property on BFC Mychoice.
  - Liaise with applicants and home seekers to advise them of the outcome of their registration of interest in BFC Mychoice.
  - To assist applicants in bidding for social housing on BFC Mychoice
  - Carry out general clerical and administrative duties.
  - To adhere to policies and procedures relating to the Safeguarding of Children, Young People and Vulnerable Adults.
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## Scope of role

The post has significant role to play with regards to assisting customers to be able to join the Housing Register (BF My Choice)

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

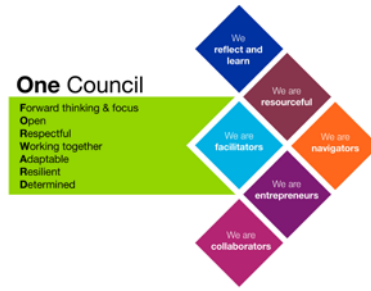
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***Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.***

**PERSON SPECIFICATION**

<b>KEY CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Skills and qualifications</b>	<p>Knowledge of Housing Allocation</p> <p>A good level of education so that Housing Register Applications can be processed in a timely manner.</p>	
<p><b>Competence Summary</b></p> <p>(Knowledge, abilities, skills, experience)</p>	<p>Knowledge of Housing Allocations.</p> <p>Ability to process housing applications via relevant IT systems.</p> <p>Ability to manage and prioritise a varied case load of work.</p> <p>Knowledge of housing options including affordable housing, low cost home ownership.</p> <p>Experience of liaising with customers via phone or email</p> <p>Experience of explaining options and the consequences to customers.</p> <p>Understanding of and commitment to the requirements of safeguarding children, young people, vulnerable adults and promoting their welfare.</p>	<p>Experience of Abris software</p> <p>Experience of working with Outlook</p>
<p><b>Work-related Personal Requirements</b></p>	<p>Experience and ability to be empathise with customers.</p> <p>Good listening skills.</p>	
<p><b>Other Work Requirements</b></p>	<p>The ability to converse easily with members of the public and respond effectively to questions in spoken English</p>	

**Role models and demonstrates the Council's values & behaviours**



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All staff should hold a duty and commitment to observing the Council's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.