

# ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

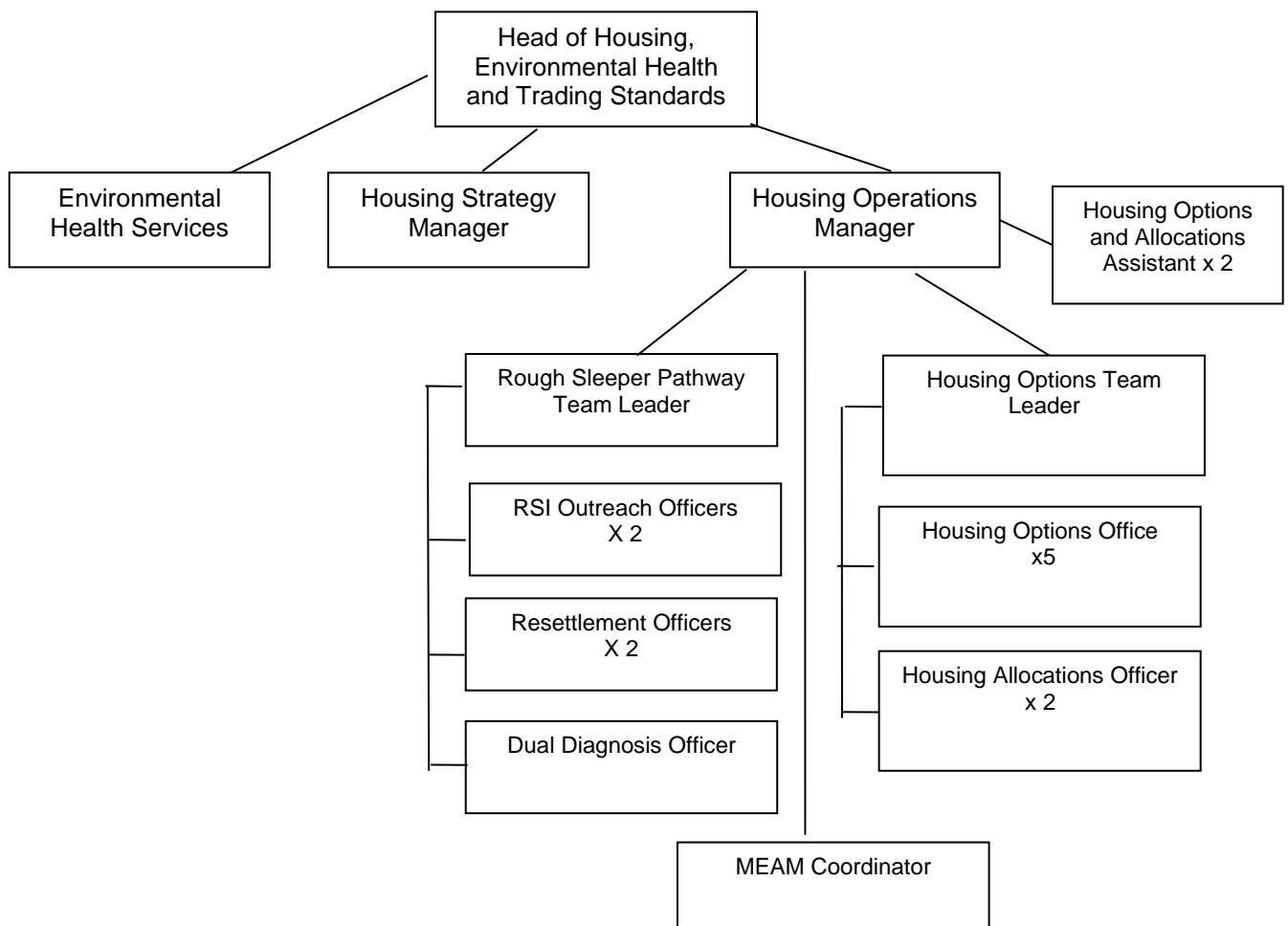
## Job Accountabilities

<b>Job Title:</b> Housing Options and Allocations Assistant	<b>Job number:</b> WM0506
<b>Directorate:</b> Adults, Health and Housing	<b>Service Area:</b> Housing, Environmental Health and Trading Standards

### JOB PURPOSE

To provide administration and support to the Housing Options and Allocations Team to ensure delivery of an effective and efficient housing options, homelessness prevention, statutory homelessness and allocations service in order to meet the Royal Borough's responsibility to deliver its statutory functions and housing services.

### POSITION WITHIN SERVICE STRUCTURE



## **JOB ACCOUNTABILITIES**

- a) To assist the Housing Options Officers and Allocations Officers provide members of the public with general housing and homelessness advice, assistance to prevent homelessness and guidance on the Council's housing allocation policy
- b) To provide initial advice and assistance on the range of housing options which may be available to customers in order to achieve rehousing or alternative solutions to their housing problem
- c) To assist to the Housing Options Officers in regard to preventing or relieving homelessness. This may include completing referrals for customers to the appropriate agencies, accommodation providers and contacting landlords or other organisations as appropriate
- d) To assist the Housing Options Officers and Accommodation Officers with obtaining information from customers such as identification, bank statements, proof of address and medical information
- e) To support customers in temporary accommodation to complete an online housing register application
- f) To gather information to support the response to written and verbal housing enquiries from the public, other Council staff, statutory agencies and other bodies within corporate timescales
- g) To maintain accurate written and computerised records about the progress and outcome of cases
- h) To assist with the administration of the Interest Free Loan scheme, Spend to Save scheme and Local Welfare Provision
- i) To assist officers with the rehousing of clients by searching for properties within the social and private rented sectors. This will include maintaining a list of availability and could include liaising with landlords about potential tenants
- j) To create strong working relationships with letting agents and landlords to enable clients to access the private rented sector
- k) To maintain knowledge of available housing options, how to access such accommodation and eligibility criteria
- l) To support the collation of statistics for monthly and quarterly key performance indicators
- m) To participate in the Housing Options Duty phone rota, answering phone calls and directing enquiries to the relevant team
- n) To liaise with internal and external agencies to set up meetings, draft meeting agendas and take minutes
- o) To assist the Head of Service, Service Manager and Team Leader with day to day tasks as appropriate to the post and grade
- p) Any other duties appropriate to the post and grade

## Person specification

Key Criteria	Essential	Desirable	How assessed
Qualifications and training	Educated to 5 GCSE's (grades 4-9 or A-C) or equivalent	Housing Qualification	Application form
Job Competence summary (knowledge, skills, abilities, experience)	<p>Excellent communication skills and experience of working with customers both face to face and by telephone</p> <p>Experience of accurate record keeping and recording of information</p> <p>Experience in providing an effective customer focussed service</p> <p>Experience of having worked with customers experiencing difficult and challenging situations, whilst remaining polite and professional at all times</p> <p>Ability to work as part of a team. Having a 'can do' attitude as well as being a team player who is self-motivated but can work independently with minimal supervision</p>	<p>Understanding of the role of the Council in providing housing services to its residents</p> <p>General housing law and understanding of homelessness</p>	Interview/skills setting

Key Criteria	Essential	Desirable	How assessed
	<p>Excellent organisation skills with the ability to prioritise work and meet defined timescales and deadlines</p> <p>Be passionate about helping people and with a positive attitude at work and help create a positive atmosphere</p> <p>Experience of using Microsoft Office including Outlook, Word, Excel, PowerPoint, SharePoint and Teams</p>		
Other requirements (eg unsocial hours working, driving licence, fit to drive Council vehicle etc)	<p>Must be able to travel to sites/homes around the Borough in an efficient manner.</p> <p>Attend pre-arranged out of hours interviews and meetings as required</p>	Clean driving licence with Business Insurance use	Interview/skills setting
This post has been identified as customer facing in accordance with Part 7 of the Immigration Act 2016 and therefore the council's English language fluency standard applies	The ability to converse at ease with the public, answer questions and provide advice, including the use of specialist terminology relevant to the job role/profession and where necessary for an extended period of time.		The competent answering of interview questions in English.
RBWM has the responsibility for and is committed to safeguarding children	Enhanced DBS		

Key Criteria	Essential	Desirable	How assessed
young people and vulnerable adults and for ensuring that they are protected from harm. This post is subject to an enhanced DBS.			