



Job description

Job title: Housing Options Triage and Allocations Officer

Grade: Band 6

Directorate: Housing and Communities

Reports to: Senior Housing Options Officer

Purpose of the job

To be responsible for the assessment of applications to the Housing Register and Homeless Services in accordance with the Councils Housing Allocations policy and Part VI and Part VII of the Housing Act. Assisting applicants to complete homelessness and housing applications, ensuring they are advised of relevant and accurate information and assessing if their situation requires crisis intervention.

To provide a front line customer focused housing service, including the provision of housing advice recognising when to refer to specialised officers and confirming information given by applicants.

Main areas of responsibility

- To provide a front line advice and assistance service to the public on all housing register related matters, identifying vulnerabilities and signposting to appropriate support agencies, making safeguarding referrals where required, ensuring any potential homelessness is identified at any early stage and referred to officers for assistance.
- To operate as part of a team ensuring the duty rota and front line duties are covered during office opening times
- To maintain a working knowledge and understanding of all current legislation and good practice with regards to housing legislation and regulations, working collaboratively with other Council service areas and external agencies and partners to meet the needs of our customers

Date Reviewed: Jan 2025

Reviewing Manager: Strategic Lead Supporting Communities

- Respond to and follow up on customer enquiries through post, phone, email and face to face in line with service standards set for the area
- Responsible for administration of allocating properties advertised on Melton Home Search in accordance with the Housing Allocations Policy
- Responsibility for the management, administration and updating of computer records concerning housing and homelessness applications.
- To be responsible for support services within the Housing Options section (and other teams when required).
- To comply with the requirements of the Council's data quality management policy, the officers' code of conduct, financial and contract rules and procedures, and with corporate personnel policies and practices, particularly absence management, health and safety and equalities.
- To undertake such duties as are appropriate to your grade and hours of work as may reasonably be required of you by your line manager or the Strategic lead, Supporting Communities, including flexible working within other sections or service areas as required

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be effected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

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Person specification

Job specific skills

You will have an interest or some experience of working in a housing or homelessness setting.

You will have comprehensive experience of a frontline customer service setting with the ability to record information and ensure all information is accurately recorded in a timely manner.

Knowledge, understanding and empathy of issues facing the customer group including but not limited to; domestic abuse, rough sleeping and challenges relating to the cost of living.

You will have comprehensive experience of communicating effectively with colleagues, the general public, other service areas and agencies via face to face, email, telephone or by letter.

You will have developed experience in working to policies and timetables to achieve set targets.

You will have experience of working in an office environment in an information extracting role.

Personal motivation

You will deliver high standards of administration to ensure appropriate records and maintained

You will have experience organising and prioritising a varied workload

You will be self-motivated and flexible whilst being a key team player and providing support and help to other colleagues.

IT and communication skills

You will have experience of using Microsoft Office, particularly Microsoft Word, Excel and Outlook.

You will maintain and develop electronic information systems including data bases and filing structures using corporate systems.

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An understanding of the confidentiality associated with the circumstances of the customer group and knowing when to refer into specialist officers.

Policies and Procedures

A knowledge of safeguarding procedures associated with the vulnerable client group.

Must be committed to customer care and equal opportunities

Understanding of and commitment to Health and Safety legislation and guidance

Qualifications

You will have a good standard of numeracy and literacy, preferably with 5 GCSE's or equivalent.