



Job description

Job title: Housing Options Support and Systems Officer
Post No:
Grade: Band 6
Directorate: Housing and Communities
Reports to: Strategic Lead Supporting Communities

Purpose of the job

To provide support to the Housing Options and Homelessness Team.

Main areas of responsibility

1. Provide a front-line point of contact for customer enquiries, answering straightforward enquiries and onward referral to Housing Options Officers, where appropriate.
2. Support with basic IT system configuration and service improvements.
3. To support the day to day maintenance and management of the systems (predominantly NEC Housing), to include security administration, business configuration, dataloads and maintenance of housing advice and housing allocations modules and maintenance of operational documents.
4. Creation, maintenance and automation of bespoke housing reports via Business Objects, including as hoc reports as requested.
5. To continually improve the systems by reviewing, planning, testing and implementing new releases / updates.
6. To manage and upload new data to the systems when required.
7. To support projects within the service as requested including the development of IT systems.
8. Identify problems which require attention and recommend solutions.
9. Web champion for the team with responsibility for updating relevant service web pages.

10. Support with information and data requests such as FOIs, service manager requests, performance information etc through the use of the relevant reporting tools and functions.
11. General administrative processing of the housing register including the acknowledgement of applications, collation and chasing of supporting evidence, liaison with applicants to assist with basic enquiries, notification and closure of ineligible applicants.
12. System support for staff, applicants or registered providers.
13. Support with the administration of Melton's Choice Based Lettings System including the setting up of weekly property adverts both online and non-digital alternative methods where required and ensuring they are set up correctly and accurately.
14. General administrative support such as routine correspondence, printing, posting and the uploading of relevant supporting documents on to the Councils' systems (e.g. IDOX).
15. Maintain accurate records and track progress of work.
16. Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.
17. Attend and participate in relevant meetings and take notes as required.
18. Attend and complete training and development activities ensuring skills and knowledge are kept up to date with current best practice.
19. Any other duties as reasonably required by the Strategic Housing Lead.

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 affected 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.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

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.



Person specification

Housing Options Support Officer

Experience, knowledge and skills

Understanding and knowledge of Housing Options and Homelessness application processes.

To maintain an up-to-date knowledge of relevant legislation, policies and procedures for all service areas and ensuring changes are applied accordingly to the appropriate duties.

Evidence of having worked in a administrative role having the ability to navigate IT systems.

The ability to communicate effectively with customers as required

Good ICT skills

Knowledge around wider Council People service priorities such as Safeguarding, Anti-Social Behaviour etc for onward reporting of concerns as required.

Understanding of and commitment to Health and Safety legislation and guidance

Confident working as part of a team

Flexible attitude and able to work under pressure.

Qualifications

GCSE A-C level in Maths & English or equivalent and/or above.