



CUSTOMERS & COMMUNITIES DIRECTORATE

JOB DESCRIPTION

Post Title	Housing Options Officer (Temporary for 6 months – subject to review)
Salary	£ 21,399 per annum rising to £ 23,777 per annum following successfully completing a 6 month probationary period Plus Essential Car User Allowance

Main Purpose of Job	<p>You will provide a comprehensive allocations & lettings service to customers. This will primarily include managing the Housing Register and dealing with customer enquiries, re-letting of void properties and carrying out pre-tenancy checks.</p> <p>You will effectively manage the efficient turnaround of void properties working in conjunction with teams across the business.</p> <p>You will effectively liaise and undertake joint working with external partners to ensure the correct level of support and advice is offered to our customers.</p> <p>You will ensure that rent loss to South Lakes Housing is minimised through the prompt re-letting of void properties/new acquisitions.</p> <p>You will ensure compliance with South Lakes Housing Service Standards.</p> <p>You will promote the uptake of digital services and help customers access our services online.</p> <p>You will deputise for the Housing Options Manager where required.</p>
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Reporting To	Housing Options Manager.
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1. Main Duties and Responsibilities of the role:

Cumbria Choice

- To assist applicants to register with Cumbria Choice and make applications for properties advertised.
- To promote on-line registrations and on-line property applications.
- To ensure that applications are correctly assessed and kept up to date.
- To deal effectively with customer queries regarding their application and banding.
- To assess medical information in accordance with criteria agreed by the Cumbria Choice partnership.
- To assist the Housing Options Manager with customers with complex needs, victims of domestic violence/ hate crime etc to enable satisfactory housing outcomes and ensure that complaints are dealt with effectively and within timescales.
- To represent SLH both internally and externally and maintain close working relationships with a wide range of partner agencies and organisations including Cumbria Choice partners, Social Services, Homeless Services, Community Mental Health teams etc.

Voids & Lettings

- To ensure that all new voids are recorded and advertised on the Cumbria Choice website.
- To maintain void records and regularly update all actions on void properties.
- To arrange and carry out pre-void inspections prior to the return of keys when notice is received on new voids.
- To undertake verification and affordability checks ahead of formally offering a property to maximise revenue for SLH through the efficient and effective letting of properties in accordance with the Cumbria CBL Policy.
- To work closely with the Repairs Operations Team and the Asset Management Team to keep up to date with progress on void properties.
- To carry out accompanied viewings with prospective tenants and liaise with the Repairs Operations Team/Asset Management Team to provide information on outstanding repairs and improvements.
- To make use of social media to advertise properties which are difficult to let in order to minimise periods of non-occupation.
- To contribute to improvements on service delivery to improve the customer experience, ensure that new tenants are able to sustain tenancies and attract new customers to difficult to let properties.

- To liaise with the Tenancy Management Officers and Independent Living Officers to ensure that new tenants are signed up in a timely manner and associated paperwork completed.

New Acquisitions

- To liaise with the Asset Team to ensure that new acquisitions are advertised in a timely manner;
- To ensure that all new acquisitions are let to suitable tenants in accordance with policy;
- To carry out pre-tenancy checks to ensure that properties are affordable to new tenants;
- To minimise rent loss on new acquisitions.

Mutual Exchanges

- To provide advice and assistance to customers for whom a mutual exchange may be an option;
- To promote the use of Social Media to facilitate customers wishing to exchange.

Computer Systems

- To ensure the correct use of computer systems and ensure that records are accurate and kept up to date
- Assist with the future developments of the Housing Management ICT system (Civica Cx) and the Cumbria Choice system.

Performance

- To seek continuous improvement in service delivery and to meet and exceed your weekly and monthly targets.
- To ensure relevant policies and procedures are followed.

No job description can cover ever issue which may arise within the post at various times and the jobholder is expected to carry out other duties requested by the Director of Customers and Communities, the Head of Housing and Customer Services and the Housing Options Manager from time to time.

Job Description drawn up by: Stephen Roe, Head of Housing

Date: - September 2020

2. Person Specification: Housing Options Officer

This job might be for you if you are;

E = Essential

D = Desirable

1	Education and qualification	
A	Good general education background with passes at GCSE level or equivalent in Maths and English.	E
B	Preference will be given to applicants with qualifications in ICT and Housing Management.	D

2	Experience & Knowledge	
A	Preference will be given to applicants with relevant front-line experience of dealing with customers.	D
B	Knowledge of current social housing issues.	D
C	Experience of working in partnership with other agencies	D
D	Experience of dealing one on one with customers	D

3	Skills and Attributes	
A	You are able to work as part of a team.	E
B	You communicate clearly. You will write well, speak eloquently and can explain just about anything to anyone! You're comfortable communicating in writing, on the phone and in person and would represent South Lakes housing positively.	E
C	You are a good listener and can build and maintain effective working relationships	E
D	You are motivated and driven. You like to volunteer for new challenges without waiting to be asked and you're going to manage your time effectively.	E
E	You pay attention to details. As far as you're concerned, anything worth doing is worth doing right, every single time. You stay focussed and nothing falls through the cracks on your watch.	E
F	You can think on your feet. You like learning new things and can pick things up quickly.	E
G	You're well organised and can work to deadlines.	E
H	You have great IT skills and you keep yourself up to date with what's going on in the world through social media.	E
I	You like helping people. You are patient, level headed and cool under pressure.	E
J	You enjoy solving problems. You love taking on difficult challenges and finding creative solutions. You don't get flustered easily. If you don't know the answer, you'll dig until you find it.	E
L	Must have a current driving licence with availability of a motor vehicle for which an Essential Car User Allowance will be paid.	E

Conditions of Service:

- The Post Holder should at all times act in accordance with SLH's published policies and procedures.
- The Post holder will be expected to comply with the SLH's Code of Conduct for Employees.
- Equal Opportunities - SLH aims to be an Equal Opportunities Employer and has equal opportunities policies with which you are expected to comply at all times. SLH condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.
- Comply with the relevant duties and responsibilities under the Health & Safety Work etc. Act 1974. The Management of Health and Safety at Work Regulations 1999 (as amended). All relevant Codes of Safe Working Practice, policies and other health and safety information relevant to your Services area of work. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- All employees must have due regard to the SLH's current Management Arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- There is a requirement in exceptional circumstances to participate in the provision of the emergency support service for SLH to provide an emergency out-of-hours service and remuneration will be in accordance with SLH's guidelines.
- The post is full time, working 37 hours per week.
- The post holder will be based in Kendal.

Closing date for applications is Noon on Wednesday 30th September 2020.

Please return your completed application form to HR@southlakeshousing.co.uk