

Job Description

Service:	Housing Needs
Job title:	Housing Needs Assistant
Grade:	C
Hours of work:	14.8 hours per week – Thursdays & Fridays
Responsible to:	Nominations Officer
Responsible for:	No members of staff
Direct reports:	n/a
Indirect reports:	0
Budget:	5278

Purpose of Post:

To be responsible for all aspects of administering applications to the Council's housing register. Being a point of contact for customers with enquiries relating to their housing circumstances and any application for housing assistance that they make.

To ensure that the support tasks are completed in such a manner as to maximise the effectiveness of the Housing Needs service.

Key Deliverables:

The post holder will:


- Process Housing Register applications, assessing eligibility for inclusion on the Council's Housing Register.
- Assess the priority of new Register applicants in line with Council policy and recording details on the relevant software system.
- Input new Register applications on Council's computer system and make amendments to existing computer records when notified of changes in circumstance.
- Correspond via email or letter with Register applicants and agencies or organisations on any housing issues related to the duties of Housing Needs Service.
- Give general housing advice to members of the public over the telephone and via email, including advice on the Housing Register and Home-Link scheme, as well as alternative housing options.
- Developing and maintaining good working relationships with colleagues within the Section, across the District Council, and with external agencies as appropriate.
- Assisting in the preparation and presentation of statistics, reports and other documentation as required.
- Undertaking project work as required.
- To be responsible for managing their workload; identifying priorities; maintaining statistics; keeping accurate written and electronic records; writing reports and replying to correspondence.
- To carry out all duties with full regard to responsibilities held under the Health and Safety legislation and the Council's Health and Safety policy.
- To carry out any other duties on request that are commensurate with the post.

This job description is intended only as a guide to the range of duties involved. The post holder will need to be flexible and adaptable in order to respond to other duties that may be required from time to time and the changes and developments within the Housing Needs team.

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<p>Knowledge and Qualifications</p> <p>The minimum knowledge required to undertake this role and any qualifications or training essential for the role</p> <p>(E) Essential (D) Desirable</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Ability to use IT systems (Word and Excel in particular) • Good oral and written communication skills • Good interpersonal skills • Understanding of confidentiality and data protection • Grade C or above in GCSE Maths and English, or equivalent qualification <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Good negotiating skills. • Knowledge of advice and support services likely to be relevant to the Service's customers. • Educated to A' Level standard or equivalent.
<p>Experience</p> <p>Experience the person would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<p><i>Desirable</i></p> <ul style="list-style-type: none"> • Experience of dealing with members of the public, including over the telephone and face to face. • Experience of dealing with people facing difficult circumstances who may be distressed. • Experience of working in housing or a related environment.
<p>Skills and Abilities</p> <p>Specific skills the applicant would need to do the job</p> <p>(E) Essential (D) Desirable</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Clear and concise written and spoken communication skills • Ability to present written information in a structured and balanced way appropriate to the needs of the reader.

	<ul style="list-style-type: none"> • Enthusiastic and positive attitude • Commitment to customer care • Commitment to best practice • Ability to work well in a team • Ability to respond and be re-active to shifting priorities at short notice • Ability to demonstrate a caring and empathetic attitude whilst maintaining professionalism. • Positive attitude to professional and personal development • Professional appearance and manner <p><i>Desirable</i></p> <ul style="list-style-type: none"> • Ability to negotiate to achieve positive outcomes.
<p>Decision Making and Impact on Others</p> <p>What impact the reasons made by the post holder would have on others across the Council</p>	<p>The post holder will be required to apply learnt knowledge on legislation and Council Policy to the circumstances of customers, so that they can give reasoned and appropriate advice to help resolve their housing difficulties.</p> <p>An awareness of safeguarding issues is an important consideration when analysing information and making decisions and so any decisions reached must therefore have due regard to the Council's safeguarding policies and practices.</p>
<p>Communication with Internal and External Customers</p> <p>What customers the applicant would be in contact with in the job</p>	<ul style="list-style-type: none"> • Delivers what they have agreed with colleagues and with customers. • Takes action to exceed customer expectations where possible. • Is aware of own emotions and manages them for maximum influence during contacts with customers, colleagues and partner agencies.

	<ul style="list-style-type: none"> • Advocates customer satisfaction as a key value for themselves, the team and the council. • Deals effectively with dissatisfied customers. • Internal customer contact 60% • External customer contact 40%
<p>Personal Attributes and Other Requirements</p> <p>In this section please list any other qualities you are looking for from the applicant</p>	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Is prepared to adapt their approach to overcome obstacles. • Responds constructively to a change in agenda or priorities. • Revisits their decisions when presented with new information.
<p>HDC values</p> 	<p>The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team.</p> <p>Inspiring: We have genuine pride and passion for public service; doing the best we can for customers matters to us all.</p> <p>Collaborative: We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p>Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p>Respectful: We respect people's differences and are considerate to their needs.</p> <p>Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.</p>



Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children