



**WELWYN
HATFIELD**
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Role Profile

This section provides key information relating to the role

Job Title:	Housing Allocations Officer		
Post No:	RP0101	Grade:	E
Team:	Housing Needs	Location:	Campus East
Responsible to:	Housing Allocations Manager		

Overall job purpose:

To manage and maintain the council's housing needs register. To assist customers with a housing need, providing advice and assistance where necessary and signposting customers to other colleagues or organisations for help with housing and related support. To ensure that the councils, and local registered providers, vacant properties are let in accordance with our published housing allocations policy and within agreed timescales.

Key areas of focus:

1.	To provide face to face, telephone or written housing advice and guidance to members of the public.
2.	Carry out a number of administrative duties necessary for the allocations team including assessing and verifying applications to and managing the housing needs register.
3.	Advertising and allocating local housing association and council properties in accordance with the council's allocations policy and within agreed timescales, using a choice based lettings database.
4.	Identifying and signposting customers threatened with homelessness.
5.	To manage the medical assessment process for applicants seeking medical priority on the housing needs register.
6.	Updating and maintaining relevant file notes on client files and computer databases.
7.	To collect and distribute the incoming and outgoing post for the Housing Needs Team.
8.	To place orders on the accountancy systems for the Housing Needs Team.
9.	To be responsible for the processing of data in accordance with the General Data Protection Regulations.
10.	Maintain contact with customers throughout the life of their housing application in relation to changes of circumstances and keeping their applications up to date.

11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
G.C.S.E grades A –C or equivalent in Maths and English. Or equivalent experience, knowledge or training which relates to the specific requirements of the job.	x		AP
Experience of providing face to face and/or telephone advice to the public in a busy environment.	x		AP/IN
Knowledge			
Knowledge of the Housing Act 1996 as amended by the Homelessness Act 2002 and the Homeless Reduction Act 2017.		x	AP
General Data Protection Regulations 2018	x		IN
Skills and abilities			
Ability to work with a range of administrative and IT systems.	x		AP/IN/AS
Ability to deal with challenging customers who are experiencing stressful situations.	x		AP/IN
Ability to follow complex policies and procedures	x		IN/AS
Other attributes			
Good organisational skills and the ability to work to deadlines	x		AS

Commitment to customer care and giving the best possible customer service.	x		IN
To demonstrate an understanding of the principles of equality, diversity, data protection and safeguarding principles.	x		IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.