# Job Description

**Role Profile**

**Service/Team** Housing

**Reports to** Senior Housing Options & Solutions Officer / Principal Housing Options & Solutions Officer

**Responsible for** N/A

**Number of posts** 1 \_

**Post number** \_ 9194

**Career Grade** \_ F

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring this part of the job is delivered in this way which has this impact.

**Job Overview**

Support the allocation of social rented and supported accommodation to individuals and families with an identified housing need.

## Key Responsibilities

* To administer allocations of social rented and supported accommodation in accordance with Council policies, procedures, and the requirements of the Housing Act 1996 Part 6 (as amended).
* To carry out all necessary verification checks including credit references, address and identification checks to prevent fraud and ensure appropriate nominations to social and supported accommodation.
* To provide a first point of contact for social and supported housing landlords regarding property availability, property adverts, nominations, and refusals.
* Respond to day-to-day queries regarding the allocations policy.
* To provide specialist and comprehensive written and verbal advice to applicants and multiagency partners on allocation and tenancy matters.
* Maintain accurate case file notes and records.
* Provide information, statistics and reports as required and contribute to reviews of policy and procedure.
* To maintain an awareness of housing demands of those with accommodation needs such as emergency homeless, specialised adapted or bespoke need.
* Any other duties and responsibilities that could reasonably be undertaken by the post holder as required by the Manager which are commensurate with the grade of the post and contribute to the prevention of homelessness across BCP.

## Specific Qualifications and Experience

* Previous experience of working within a customer services environment including face to face and telephone contact with members of the public.
* Previous experience of working with vulnerable clients, those with complex needs or in a challenging environment.
* Experience of housing related services or similar field, or other relevant experience.
* Excellent computer skills using Microsoft Office systems and data entry.
* A Level or NVQ Level 3 qualification or equivalent experience

## Personal Qualities & Attributes

* High level of resilience and able to remain calm under pressure.
* Ability to respond to unexpected demands or change rapidly.
* Ability to prioritise workloads and work to tight timescales.
* Excellent communication skills in all forms across all sectors including stakeholders and members of the public.
* Ability to negotiate and mediate between the Council, Landlords and individuals seeking housing assistance.
* Strong commitment to the prevention of homelessness.

## Job Requirements

* DBS check
* Ability to speak fluent English.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Understanding and commitment to diversity and equal opportunities.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.