# Job Description

**Review Officer**

**Role Profile** Specialist BCP Band I

**Service/Team** Strategic Housing Options and Partnerships

**Reports to** Principal Housing Options Manager

**Responsible for** N/A

**Number of posts** 1

**Post number**

**Career Grade** n/a

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring I help people to improve their housing circumstances.

**Job Overview**

* As a Review Officer you will play a critical role in ensuring fair and lawful decision making within Strategic Housing Options and Partnerships.

## Key Responsibilities

* Manage a complex caseload, conducting thorough investigations into homelessness and housing register review requests, applying up to date case law to deliver clear, evidence-based decisions.
* Ensure the Council meets its legal responsibilities under the Housing Act 1996 (as amended), responding to reviews within statutory timescales whilst maintaining high standard of accuracy and compliance.
* Work closely with legal teams and Housing Managers to contribute to the continuous improvement of review procedures, implementing best practice to minimise legal challenge and making recommendations for service improvement.
* Undertake investigations in line with the Council’s complaints policy, conducting investigations and ensuring policy and procedures are applied consistently.
* Support opportunities for cascading learning to the wider team contributing to regular training sessions, staff briefings and team meetings.
* Contribute to the development of policy and procedure within own area using information and data from customers
* Coach others to support their professional development

## Specific Qualifications and Experience

* Educated to degree level / formal qualification in a relevant discipline or significant relevant experience within statutory homeless services or homelessness legal services.
* Relevant professional qualification (or equivalent experience) with clearly evidenced continuous professional development
* Extensive knowledge of the Housing Act 1996 as amended and related legislation and caselaw
* Demonstrable knowledge of Part VII and Part VI Review procedures, including knowledge of the procedural requirements.
* Experience of undertaking statutory homelessness decisions, constructing well written and robust letters in line with relevant legislation and case law.
* Experience of managing a complex case load within a high pressure environment.
* Experience of team and multiagency working.
* Experience of delivering excellent customer service.

## Personal Qualities & Attributes

* Excellent written and verbal communication skills with the ability to explain complex legislation so it is easily understood by a diverse range of customers.
* Investigatory skills including an attention to detail.
* Ability to manage competing demands and an awareness of how to prioritise effectively.
* Problem solving skills and the ability to work independently.
* Excellent interpersonal skills and emotional intelligence.
* Ability to deal with conflict and challenging behaviour and have strategies to deal with this.
* Ability to recognise issues relating to adult safeguarding, child protection or domestic abuse.
* Ability to effectively use case management systems.

## Job Requirements

* DBS check
* 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.

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