

Job Description and Person Specification

Job title:	Housing Advisor
Directorate:	Development and Planning
Service:	Social Care Commissioning and Housing
Team:	Housing Operations
Post number:	03152
Salary grade:	Band E
Work location:	Market Street Office, Newbury, RG14 5LD
Reports to:	Housing Register Supervisor
Supervises:	

Job Purpose

1. As part of the Housing Operations Team the post holder will assist with the operation of the Common Housing Register by inputting new applications and checking and inputting any updates received from Social Housing for rent and Homebuy applicants.
2. To provide a telephone/face to face service for housing clients contacting the Council in person, in writing and by telephone about their housing register application and how the Choice Based Lettings system operates.
3. To provide comprehensive and customer focused administrative support service to the housing operations team in order to support the work of the service area.
4. The post holder will also develop effective working practices to meet the changing needs for the client and the Authority's commitment to continuous improvement.

Structure Chart

Please see attached sheet with Housing Service Structure

Main Duties and Responsibilities

To promote equality as an integral part of the role and to treat everyone with fairness and dignity.

To recognise health and safety is a responsibility of every employee, to take reasonable care of self and others and to comply with the WBC Health and Safety policy and any service-specific procedures / rules that apply to this role.

- Input housing register applications on the data base and Identify applicants for referral to the Housing Options Officers for further assistance.
- To handle a range of telephone and personal enquiries from both internal and external customers and contacts, including housing register applicants. To provide a conclusive response in most cases but referring more complex cases to the Housing Register Officer as appropriate. To assist vulnerable applicants with completing forms and monitoring

Main Duties and Responsibilities

bidding process.

- To provide advice and respond positively to a wide range of enquiries received via the phone and on the pod reception desk, e.g. Common Housing Register, LHA levels for private rented accommodation, mutual exchange and homelessness
- To clearly explain relevant legislation to applicants in a way that is understandable, and appreciate the basic legal requirements of valid notice to quit
- To visit applicants at a range of locations to confirm information relating to their housing application
- To maintain and update files and records, including information of a high confidential nature such as medical records, using existing systems and processes and ensuring accuracy and security of information
- Collating, processing and monitoring of the medical, social needs and discretionary housing payment processes
- To provide cover for the Housing Register Supervisor when necessary in relation to the nomination and the advert and bid process
- Liaise with the lettings teams at the partner RSLs concerning allocations/nominations of social housing stock within West Berkshire
- Maintain stocks of standard forms and information for the public and officer use, raising Agresso orders for stationery and office equipment when required.
- To perform a range of financial tasks, including control of petty cash, processing of creditor invoices, preparation of debtor invoices, handling and receipting income, and recording and monitoring the budgetary purposes
- To maintain filing systems, scan and upload post, record annual leave, sickness and team responses
- To organise a range of meetings for individuals and groups, to include preparation of material and facilities, minute-taking and other support at the meeting, and follow up work arising from the meeting.
- To undertake home visits as and when necessary and to deliver leaflets/information as and when necessary to West Berkshire off-site locations.
- To work as part of a team providing a front line service to customers from main reception.
- Contribute to the post holder's personal and career development and to the development and improvement of the services.
- To carry out any other duties, as and when required, including flexible working to support the housing operations service.
- This is a casual car user post.
- Promote equality as an integral part of the role, treating everyone with fairness and dignity.
- Comply with WBC health and safety policies, procedures and rules, taking reasonable care of self and others.
- Adhere to the standards set out in the WBC competency framework.

Scope (impact on/control of resources, people, money etc)

- The post holder will be expected to continuously prioritise and organise their work load to ensure deadlines are met and corporate time scales are adhered to.
- Responsible for ensuring details are recorded accurately and applicants' priority on the

Common Housing Register is assessed according to their housing need.

- Working with other departments within the Council, external agencies providing support, and housing associations.
- To circulate relevant information throughout the district including West Berkshire off-sites by post, email, courier or as and when necessary in person.

Person Specification

Qualifications	Essential/ Desirable
Numerate to GCSE standard	E
English to GCSE standard	E
Experience	
Good key board skills	E
Good numeracy skills	E
Good interpersonal skills, at all levels	E
Some experience in a housing background	D
Letter writing skills	D
Knowledge and understanding	
Ability to work with vulnerable people who need assistance with making an application	E
Some experience or understanding of people with mental or physical health problems, and knowledge of medical and social problems	D
Skills and abilities	
Ability to use Outlook, and a web browser to access information	E
Basic ability to use Microsoft Office (Word, Excel, PowerPoint etc)	E
Work-related personal qualities	
Ability to assess written information and follow procedures.	E
Good communication skills	E
Courteous and pleasant telephone manner	E
Willingness to learn and be flexible	E
A good team member	E
Good organisational skills	E
Able to work with infrequent supervision	E
Ability to organise own workload	E
Understanding of housing legislation and Housing Register	D
Previous experience of invoicing process within a local authority setting	D
Housing qualification	D
Other work-related requirements	
This role has been identified as public facing in accordance with Part 7 of the Immigration Act 2016, and therefore the ability to fulfill all spoken aspects of the	E

role with confidence in English will be required. Conversing at ease with members of the public (including pupils), providing advice and using any specialist terminology appropriate to the role is essential for the post	
Enhanced DBS check with relevant barred list/s	Yes/No
Full clean driving licence	E