

**Job Description**

**Job Title:** Housing Officer

**Salary Grade:** Grade 5

**SCP:** 17 - 22

**Job Family:** People Care

**Job Profile:** PC3

**Directorate:** Neighbourhoods Directorate

**Work Environment:** Agile

**Reports to:** Senior Homeless Reduction Officer

**Number of Reports:** N/A

**Purpose:**

To provide a range of technical, clerical, financial, statistical or support services to internal and external customers in accordance with developed Housing Options systems, statutory procedures, legislation, corporate standards and policies, including Sunderland Council’s Allocations Policy.

**Key Responsibilities:**

* To assist with the triage and allocation of daily referrals including Duty to Refers and self-referrals that come into the team.
* To carry out tasks and activities required to collate information and data required for a range of functions including FOI, MARAC, MATAC, MAPPA and safeguarding meetings.
* To work with providers of all temporary accommodation including hostels, hotels and B&Bs to ensure provision meets needs.

* To work closely with the Temporary Accommodation Officer and the Homeless Reduction Officers to enable decisions are pursuant to the Housing Act 1996, Part VII.
* To record and maintain accurate records regarding the placement of applicants, i.e. length of stay, cost, move on details, etc. Examine such information to improve service/s and processes and feed back to Housing Options Manager.
* To manage and raise all invoices for payment received from Providers within timescales.
* To provide relevant and accurate information to customers, colleagues and partner organisations, delivering services to the required standard, whilst ensuring complex issues are escalated to the appropriate manager.
* To effectively liaise and manage the relationship with customers, both internal and external, partners and stakeholders.
* To support the Housing Options Manager and the Senior Homeless Reduction Officers on any relevant tasks on a daily basis.
* To manage a small case load for clients who have received positive decisions.
* To assist in the collation of Freedom of Information requests.
* To assist with all administrative tasks associated with our statutory responsibilities and functions.
* To manage, maintain and monitor their own workload in order to meet identified targets and deadlines, in accordance with current standards and procedures
* To keep up to date with homeless legislation, statutory guidance and case law.
* To carry out data quality exercise and run relevant reports to ensure the information held on IT systems used is accurate.
* Engage and liaise with internal and external departments in relation to the Housing Options Processes.
* Ability to work independently and / or as part of a team to ensure work is carried out in a timely, professional and accurate manner.
* Excellent literacy, numeracy and customer service skills and a general understanding of Council Procedures.
* Use of MS office applications, use of Excel for creating and maintaining spread sheets and use of any new allocations systems implemented for allocation processes.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Housing Options Manager or Senior Homeless Reduction Officers

**Other Duties**

* Being flexible in approach to be able to deliver what is required within the remit of the post and grade.
* Comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information and respect the privacy of personal information held by the Council.
* Comply with the principles and requirements of the Freedom of Information Act 2000
* Comply with the Council’s information security standards, and requirements for the management and handling of information; Use Council information only for authorised purposes.
* Carry out duties with full regard to the Council’s Equality policies, Code of Conduct and all other Council policies.
* Comply with the Council’s Health and Safety policy, rules and regulations and with Health and Safety legislation.
* Comply with the principles and requirements in relation to the management of Council records and information; respect the privacy and personal information held by the Council.