

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Housing
Post No & Job Title:	H18 – Housing Needs Assistant
Grade:	Grade 5
Responsible to:	Lettings Manager
Responsible for:	No responsibility for employees.
Job Objective:	To assist in the provision of a comprehensive housing service by the Council.

Main Duties and Responsibilities:

1. Assess and review housing applications and recommend a points/banding priority in accordance with the allocations policy.
2. Interview persons applying to the Council for Housing.
3. Carry out a comprehensive and detailed needs assessment of all housing applications.
4. Liaise with other Sections, Directorate's and outside bodies, where necessary.
5. Assist the Letting and Adaptation Officers with the letting of properties.
6. Provide appropriate advice in respect of all tenures, on such matters as the creation and determination of tenancies, rights of occupation, benefits and basic debt counselling.
7. Be competent in the operation and amendment of the service's computerised databases and assist in the introduction of new monitoring and reporting programmes.
8. Organise and arrange sign ups, application interviews, post tenancy visits, pre termination inspections
9. Assist the Lettings Manager with:
 - a) Development of policies and strategies appropriate to the needs of housing applicants.
 - b) Development of appropriate standards.
 - c) Development and implementation of policies, strategies and practices in relation to the provision of the housing service.
10. Represent the Council and attend public meetings, Committees and working groups, as

required.

11. Collate and submit data for reports and performance reporting purposes.
12. Ensure that all services provided offer best value for money and comply with the sections standards, policies and procedures.
13. Work towards sections targets and deadlines.
14. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

DESIGNATED CAR USER

A car user status has been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of H18 – Housing Needs Assistant but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.