

# Job Profile

## Housing Officer

Grade E

Date drafted 13th March 2017

### About the Job

- To deliver a professional and high quality comprehensive housing service,; support licensing arrangements related to mobile homes or HMO sites. undertaking case-work, investigating and preventing homelessness wherever possible; or assessing applications, including those with special needs; interpreting allocations policies/letting plans, determining banding, and verifying applicant circumstances, . Delivering a high quality, proactive, equitable and empathetic service, delivered efficiently and effectively; cooperating with any relevant partners to improve outcomes.
- This is one of a number of posts that will work flexibly as a team ensuring that the service is delivered effectively, efficiently and customer focused and with regard to the principles of asset based community development

### This is what we need you to do...

- To be able to undertake all the duties associated with a D grade Housing Officer, and: -
- To provide a comprehensive housing service, including homelessness, allocations and good standards (including enforcement activity), with a sound knowledge of the Housing , Environmental Protection, Public Health, Immigration and welfare benefits legislation or guidance.
- To support vulnerable clients to participate in the Choice Based Lettings or any other allocation process; including multi-agency working case conference from a range of locations including an applicant's home.
- To work with partners and agencies to: improve/promote public health, conditions in the private sector, including energy efficiency and fuel poverty.
- To be able to respond accurately to advocacy agencies and elected members regarding a range of housing enquiries.
- To accurately record casework through the Council's systems and support the collation of statistical data, or information for performance reporting.
- To promote and administer grants, loans and other forms of assistance in accordance with the Council strategies.
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- Contribute to the delivery of service plans in order to meet the council's corporate plan priorities in accordance with the requirements of the Housing Services Manager
- Maintain and develop constructive relationships as part of a collaborative working environment.
- Engage with stakeholders (internal and external) through effective communication to ensure good performance and continuing service improvement.
- Demonstrate a commitment to personal and professional development, working with managers to identify any gaps in skills, knowledge and expertise and plan for improvement.
- Consider the financial implications of any activities affecting the use of council funds, seeking best value for money and identifying or recommending more cost-effective options.
- Take on any other additional duties as reasonably required within Gloucester City Council.
- Work in a flexible and adaptable way with a 'can-do' attitude that gets things done right the first time

### Special Conditions

- To support or participate in any emergency or out of hours arrangements.

## Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

### The ideal candidate will have...

#### Experience

- Evidence of working at a professional level, demonstrating competency of housing/homelessness or environmental and public health legislation.
- Experience of working in a housing or related environment providing housing advice to customers/applicants.
- Experience of undertaking housing case work.
- Experience of participating in project work to improve practices and outcomes.
- Experience of monitoring expenditure against budgets.
- Experience of customer service and coping well under pressure and dealing with difficult situations.

#### Knowledge, Skills and Understanding

- A knowledge of some or all of the following: -homelessness, allocations, construction, technology, sanitation, fire and health and safety, pest control, public health and equalities.
- Ability to work the changing technology and embrace change and digital transformation
- Ability to listen and empathise with clients including those with protected characteristics, whilst accurately recording factual information; and accurately relaying policy or guidance..
- Planning, analysis and implementation skills.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Ability to maintain statistics and see trends or the ability to interpret data and make recommendations.
- To participate in meetings with clients or partnerships and demonstrate credibility and confidence to our stakeholders

#### Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 1 of Gloucester City Council's Employee Behaviours Framework

#### Education & Qualifications

##### Essential

- A good level of general education

##### Desirable

- Studying for or holding a housing or related qualification or NVQ
- Studying for or holding a professional qualification appropriate to the remit of the role.

