**Job Description**

|  |  |
| --- | --- |
| **Job title** | Housing Options Support Officer  |
| **Grade** | 3 |
| **Service/Team** | Housing Service Housing Options Team  |
| **Main purpose of job**  | The post holder will provide support to the Housing Options Team supporting front line staff to meet targets by information gathering and supporting them to complete tasks on a customers Personalised Housing Plan. The post holder will be the first point of contact for customer queries by both telephone and email as well as providing support to management by conducting research and processing invoices.  |
| **Key responsibilities**  | * Support front line staff and management within a busy Housing options Service
* Be first point of contact for customers by both telephone and email.
* Ensure email boxes are monitored regularly.
* Ensure all invoices are processed in a timely manner
* Information gathering to support customer applications
 |
| **Key tasks**  | * Daily monitoring of housing options inbox, responding to any queries and processing any documents
* Daily monitoring of Duty to Refer inbox, inputting applications and making the duty to refer officer aware of potential applications.
* Answering initial telephone queries and providing basic housing advice.
* Make referrals to accommodation providers on behalf of Homeless Reduction Officers, Temporary Accommodation Officer and Duty to Refer Officer ensuring GDPR is adhered to.
* Process any banding requests for housing applications and review these.
* Carry out multi agency research in respect of MARAC, MAPPA, MATAC and Safeguarding
* Process purchase orders and goods receipt invoices within given timescales.
* Any other administration / support tasks within the Housing Options Team such as data entry, gathering information for financial assessments etc, processing letters.
 |
| **Other duties/specific policies e.g. DBS** | * The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.
* The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.
* The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the Council.
* The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.
* To 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
 |