



JOB DESCRIPTION	
Service Area: Housing and Fairer Stockton	Service Group: Adults, Health and Well-Being
JOB TITLE: Lettings and Nominations Officer	
GRADE: G	
REPORTING TO: Team Leader (Lettings and Nominations)	
1.	JOB SUMMARY: Provide a frontline service to customers across Middlesbrough and Stockton-on-Tees local authority areas accessing the digital lettings platform to ensure that housing need is met.
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS
1	Support customers to access the digital lettings platform and respond positively to all customer enquiries (face-to-face, digital and those received via a telephone call).
2	Where appropriate undertake home visits and provide advice/support surgeries in appropriate venues across the boroughs of Middlesbrough and Stockton-on-Tees.
3	Ensure that customer housing needs are assessed in accordance with the Tees Valley Common Allocation Policy.
4	Ensure lettings and nominations are dealt with in accordance with legislation and agreed policies and agreements.
5	Liaise effectively and efficiently with Registered Providers in the execution of the lettings function and/or Nomination Agreements.
6	Liaise with local authority colleagues, Registered Providers and a range of external organisations and partner agencies as required.
7	Liaise with colleagues in the relevant local authority to support applicants who have indicated a priority need e.g. medical need and/or those threatened with homelessness.
8	Undertake all necessary support (including administration) tasks to ensure housing applications are registered accurately and are up-to-date.
9	Maintain accurate and up to date records on the digital lettings platform.
10	Prepare monthly/quarterly and annual statistical and management information as required.
11	Support the Team Leader (Lettings and Nominations) in developing procedures and delivering training.
12	Attend meetings as required (both internal and external) to the Council.

13	Deputise for the Team Supervisor (Lettings and Nominations) as required.		
3.	KEY RESULTS/OBJECTIVES		
	<ul style="list-style-type: none"> • Support the work with partners (at all levels), key stakeholders and customers to ensure that the digital lettings platform provides an efficient and effective means of letting properties across Middlesbrough and Stockton-on-Tees. • Ensure lettings and nominations are administered in line with legislation, policies and agreements. 		
4.	GENERAL		
<p>Job Evaluation - This job description has been compiled to inform and evaluate the grade of the job using the NJC Job Evaluation scheme as adopted by Stockton Council.</p>			
<p>Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p>			
<p>Council Values, Behaviour Framework, and Code of Conduct - The post holder is required to carry out the duties in accordance with Council values, behaviour framework, code of conduct, professional standards and promote equality and diversity in the workplace.</p>			
<p>Policies and Procedures - The post holder is required to adhere to all Council Policies and Procedures.</p>			
<p>Health and Safety - The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p>			
<p>Safeguarding - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p>			
	Name:	Signature:	Date
Job Description written by: (Manager)
Job Description agreed by: (Potholder)



PERSON SPECIFICATION

Job Title/Grade	Lettings and Nominations Officer	G
Service Area/Service Group	Housing and Fairer Stockton Adults, Health and Well-Being	
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	NVQ level 3 qualification and/or the equivalent level of knowledge gained through demonstrable direct work experience.		Application Form Interview/Selection Process Pre-Employment Checks
Experience	Experience of meeting deadlines and time management. Experience of managing caseloads.	Experience of working in a lettings field (including an understanding of housing registers and allocations). Experience of working to performance targets.	Application Form Interview/Selection Process
Skills	Excellent interpersonal and communication skills (written and verbal).	Production and presentation of clear well-structured reports.	Interview/Selection Process

	<p>Ability to prioritise work and meet deadlines.</p> <p>Flexible and adaptable to change. Good IT skills/knowledge.</p>		
<p>Specific behaviours relevant to the post</p>	<p>Ability to prioritise and organise own workload.</p> <p>Ability to work on own initiative with minimal supervision.</p>	<p>Able to self-assess performance.</p> <p>Commitment to self-development and improvement.</p> <p>Ability to develop and maintain good working relationships with external agencies and a variety of Council Departments.</p> <p>An understanding to the needs of vulnerable client groups.</p>	<p>Application Form</p> <p>Interview/Selection Process</p>
<p>Other requirements</p>			

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Adults, Health and Well-Being	SERVICE AREA: Housing and Fairer Stockton
JOB TITLE: Lettings and Nominations Officer	
GRADE: G	
JOB LOCATION / BUILDING: 16 Church Road, Stockton-on-Tees, TS18 1TX	
REPORTING TO: Carol Bruce, Team Leader, Lettings and Nominations.	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		X
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		X
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		X

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		X
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: <ul style="list-style-type: none"> ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos) 		X

Known Risk	Yes	No
<p>Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)</p> <p>The lead must also be in a form in which it is likely to be:</p> <ul style="list-style-type: none"> ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. <p>The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.</p>		X
<p>Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.</p>		X
<p>Working at Heights - Safety Critical: Employee will be required to work at a height.</p>		X
<p>Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.</p>		X

Other Known Risks		
Known Risk	Yes	No
<p>Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.</p>		X
<p>Food Handlers: Employee will be preparing and handling food</p> <p><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i></p>		X
<p>Night Workers: Employee will be regularly working at night</p> <p><i>Optional Night Worker Questionnaire available</i></p>		X
<p>Lone Working (including Home Working): Employee will be required to work alone.</p>		X
<p>DSE Users: Employee will be required to use Display Screen Equipment (DSE)</p> <p><i>DSE Training and assessment should be completed on commencement – arranged by manager</i></p>	X	
<p>Any Other: Please identify any other known risks associated with this job role.</p>		X

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

This document was classified as: OFFICIAL

This document was classified as: OFFICIAL-SENSITIVE

Signature of Manager:

A handwritten signature in black ink, appearing to be 'A. G. G.', with a stylized flourish at the end.

Date: 11TH May 2023

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk