Job Description

People Team use only	JE Code: A4492

Job title	Housing Options Officer – New Homes
Grade	6
Service and team	Housing Options – New Homes team
Directorate	Place and Economy
Line manager	Housing Options Manager
People management responsibilities	N/A

Job Purpose

The Housing Options Officer will contribute to the organisation and provision of clerical and administrative support to the New Homes Team and ensure that Council homes are allocated in line with the Council's Allocations and Lettings Policy and Procedures with a focus on creating affordable and sustainable tenancies.

What you'll be doing

Responsible for the day-to-day delivery of a quality, effective and efficient service to housing register applicants. With a focus on excellent customer service, there will be a comprehensive approach to supporting housing register and transfer applicants through the application and verification process.

Responsible for delivering a high-performing allocations and lettings service, with a clear focus on value for money, minimising void costs, working with colleagues across Housing and Property Services, advertising homes, shortlisting, viewings, and sign ups as required to meet key performance indicators.

Assist with the collection of information and be responsible for completing the verification process of housing register and transfer applications; ensuring applications are verified, prioritised and allocated in line with the Council's Allocations and Lettings Policy and Procedures.

Ability to take a proactive approach to managing a caseload, with a focus on delivering an excellent service to customers in a high performing environment.

Providing advice to housing register applicants and tenants around housing options, including Mutual Exchange.

Assist the Neighbourhood housing team to enforce the requirements of the tenancy agreement and contribute to embedding a 'collection with care' culture. Responsible for completing financial assessments, identifying affordability issues and making referrals or signposting to services for assistance around budgeting, welfare benefits and energy efficiency.

Willingness to complete transfer assessment visits to confirm eligibility for transfer applicants. This will include visiting customers in their home to complete property assessments, review condition of homes and making recommendations to support ineligible applicants in need of rehousing in circumstances such as downsizing or safeguarding.

Responsible for contributing to key performance indicators through accurate recording of information, data, and including statutory data returns such as CORE.

Provide excellent customer service and quality communication to customers and stakeholders of the service including telephone calls, written information and email as required.

Build and maintain strong and purposeful relationships with internal colleagues, partners, and stakeholders to ensure the delivery of an effective and efficient allocations and lettings service to customers, including vulnerable households requiring additional housing related support.

Ability to work with minimal supervision and organise own workload.

Willingness to work flexibly and carry out other duties as appropriate in line with the grade of the post.

You need to have		**How we will assess these**
Knowledge	Awareness of social housing allocations and lettings processes. Awareness of the range of policies and procedures relating to allocations, lettings, and related fields such as homelessness and domestic abuse.	Application Interview
Qualifications, training and professional registrations	5 GCSEs grade C (4) or above, including English and Maths.	Application
Skills and experience	Excellent customer service skills. Excellent communication skills, with the ability to provide communication verbally and in writing; establish and maintain effective contact with colleagues, key partners, and stakeholders. Ability to organise and prioritise workload and tasks to meet deadlines, with effective time management skills. Ability to actively listen. Ability to make decisions.	Application Interview

	Ability to deliver a high standard of service within performance targets. S Systematic approach to problem solving. Experience of working in a team environment and achieving personal targets.	
It would be nice if you also have		**How we will assess these**
Knowledge	Knowledge and an understanding of the range of policies and procedures relating to allocations and lettings and void management	
Qualifications, training and professional registrations	Housing qualification	
Skills and experience	Experience of letting properties	
Other information about the job		
Working Conditions	Duties will include working at various locations across the Borough of North Tyneside. Duties will include periods of lone working. The post holder may be involved in sensitive circumstances and where behaviour could be challenging. On occasions, customers could present with challenging behaviours that are angry, abusive and/or challenging.	
Working Requirements and Arrangements	Be fully aware of health and safety requirements for you, the team, and the customer in relation to any work undertaken and that safe working practises are always adopted.	
Physical Requirements	Duties will require a full driving license, and access to transport to fulfil the duties of the role.	
DBS and Safeguarding Checks required	Committed to the principles and requirements of safeguarding issues and refer to relevant agencies, when necessary.	
Politically Restricted	This post is not politically restricted under the Local Government and Housing Act 1989.	
Please note: if you use your own vehicle for business, you must have a valid driving licence, MOT, and business use insurance.		

Our Values
We Listen | We Care | We Are Ambitious | We Are Good Value for Money

Equality, Diversity and Inclusion
We treat our colleagues, residents and service users with dignity and respect, value differences, and challenge discrimination. We build inclusive teams and encourage diverse voices to shape our work.
Corporate Parenting
We all share responsibility for supporting children in our care – acting in their best interests as any parent would. This is known as corporate parenting and covers anyone working for the Local Authority no matter what their job role is. We promote safeguarding and report concerns appropriately.
Climate Change
We are reducing our carbon footprint by using less energy, travelling smarter, and recycling more. We welcome innovation that makes our services more sustainable.