



Housing Register & Allocations Officer (Housing Needs Advice & Support)

Salary: Band 7 - £32,061 - £36,363 p.a.

Hours per week: 37, Monday to Friday

Location: Civic Offices, Portsmouth

Contract type: Permanent

The Service:

Portsmouth City Council's Housing Needs, Advice & Support Service works directly with customers to help deal with housing issues and prevent homelessness in the city. We are a busy front-line service dealing directly with customers, many of whom are vulnerable and disadvantaged. We give advice and assistance to our customers to resolve their housing need and make assessments of their housing and support needs in accordance with the Housing Act 1996, and Portsmouth City Council's Allocations Scheme. We are committed to excellent customer service, to listening to and understanding our customers' circumstances, and working collaboratively with them to identify housing solutions.

What is the role?

Based in Housing Needs, Advice & Support, you will be part of a team which deals with customers both face to face and by telephone. You will be required to deal with general housing enquiries and be part of a duty team who manage a large caseload. You will make assessments of housing need, interviewing customers about their housing situation and assessing their financial circumstances, to fully understand the customers' circumstances and support them to find solutions to their housing problems.

Your work will involve making assessments to determine the customers' housing need, eligibility, and priority in accordance with Portsmouth City Council's Allocation Scheme.

You will also be allocating to social housing vacancies from the Portsmouth Housing Register. This will involve you liaising with a range of internal and external agencies to determine the best and most appropriate use of the property.

You will need to clearly explain statutory processes to our customers and other professionals, and to compose letters and emails which explain your decisions and relevant legislation. You will need to record appropriate system notes to ensure a clear and auditable trail of your actions and decisions.

You will need to visit customers in their own homes and other settings, for example in hospital, and you will be expected to represent Housing Needs, Advice & Support at multi-agency meetings.

The role involves making appropriate system notes to ensure a clear and auditable trail of your actions and decisions.

Keeping yourself aware of correct working practice and changes to legislation and both sharing and following good practice in the department is necessary and expected.

Housing Register and Allocation Officers have large caseloads and are expected to prioritise the work to make the best use of the time available for the benefit of our customers.

You will be expected to work flexibly as you may be required to visit vacant properties or cover another officer's workload at short notice.

Who is the person?

We are looking for somebody who:

- Is highly motivated and self-managing.
- Can listen to people and not rush to conclusions or judgements before fully understanding what is needed or wanted by a customer.
- Has the confidence and ability to seek clarity by making respectful and assertive challenges when required.
- Can use information gained to build effective plans around people.
- Is emotionally resilient and able to deal with the impact of being exposed to customer's difficult circumstances, and remain professionally detached and focused even if the message you deliver involves saying no.
- Has experience of working directly with customers in a front-line service and understands the challenges that vulnerable client groups can face.
- Has an awareness of equalities issues and is committed to equal opportunities.
- Has an awareness of the welfare benefits system and understands how a person's financial circumstances may impact on their housing situation.
- Can negotiate with our customers, housing providers, and internal and external agencies to find person-centred solutions to housing problems.
- Can clearly and effectively communicate with a wide range of people from the most socially disadvantaged customers to senior professionals, verbally and in writing.
- Is comfortable using a variety of IT systems such as Excel and other office applications.
- Can work independently or as part of a team using your own initiative and judgement to find appropriate and effective solutions to the various issues that may arise.
- Is proactive and able to manage multiple tasks whilst also being able to meet deadlines.
- Is flexible, as they may be required to visit vacant properties, work from any housing area or cover another workload at short notice.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).