

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Homechoice Coordinator
Service:	Housing Options
Team:	Homechoice
Location:	The Burys, Godalming, Surrey, GU7 1HR
Reporting to:	Homechoice and RSI Manager
Responsible for:	N/A
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> • Ensure all void properties are correctly advertised under Waverley's Homechoice System. • To verify and assess housing register applications and input details onto databases and electronic filing systems 	

- To provide administrative support to the Homechoice Team

MAIN DUTIES AND ACCOUNTABILITIES

- Prepare and input details of properties to be advertised under Choice Based Lettings, highlighting key information (rent property description etc.) and ensure paper and online information is correct.
- To register and assess new applications and update, suspend or cancel existing housing applications following receipt of annual reviews or other new information.
- Request and review financial and ID documents and assess housing need, local connection and eligibility to join or remain on the Housing Register or be offered a property, based on the customer's application and supporting documents.
- Inputting details on computer systems, preparing documents for scanning and electronic filing and sending letters to applicants.
- Assist the Homechoice Manager and Senior Homechoice Officer in the weekly shortlisting of properties by helping in reviewing shortlists and double-checking application and pre tenancy documentation.
- Assist in commencing tenancies in the absence of the part-time Homechoice Coordinator
- To respond to enquiries from housing applicants by phone, in writing or in person in reception.
- Assist housing applicants in 'bidding' for properties by telephone or in person at the Council Offices
- Maintain the information and administrative systems within the Homechoice section, including photocopying, scanning, filing etc.
- Notify housing applicants that they have been successful in bidding for social housing (subject to verification checks), and help arrange property viewings with Housing Management Officers or Homechoice Officers.
- Help in the work to ensure swiftest possible relet of properties
- Provide cover for Housing Options Coordinator if required
- Undertake any other duties as appropriate to the grade of the post

Business Continuity

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

- **Health and Safety**

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

DIMENSIONS OF THE ROLE

- Working in a team of 8
- Registering approximately 7 new applications a week
- Co-ordinate the weekly process of advertising and shortlisting of void properties and arrangement of viewings.

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Verifying and assessing housing applications and pre tenancy forms in accordance with the Council's Allocation Scheme
- Help in processing of void properties and maintaining accurate electronic and paper records

PLANNING/ORGANISING/CONTROLLING

- Help in the planning of the advertising and viewing of void properties taking into account repair times and other factors that may affect timescales e.g. adaptations, temporary decants.
- To help ensure that the administration processes within the Homechoice team run smoothly

CUSTOMERS AND CONTACTS

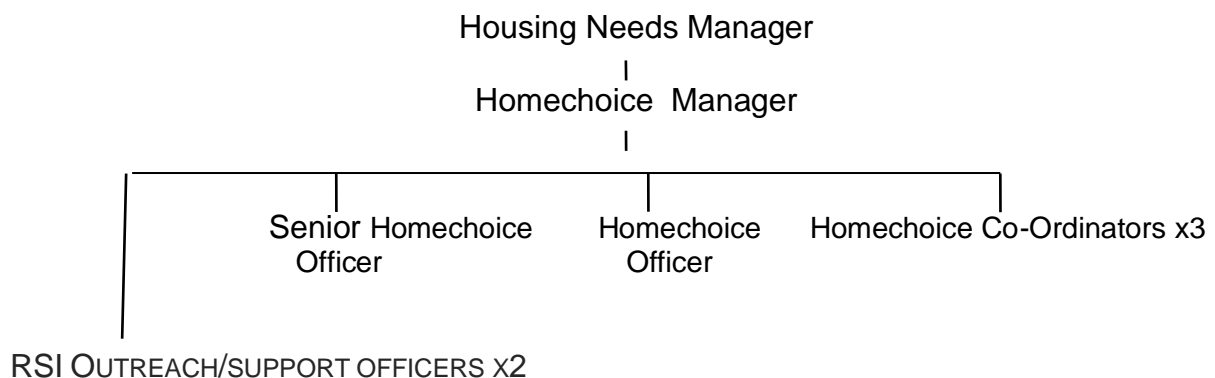
INTERNAL

- Homechoice team
- Housing Options team
- Housing Management team
- Property Services team
- Housing Benefits team

EXTERNAL

- The Council's repairs contractor
- Housing Applicants
- Supported housing providers, social services, health services

SERVICE/TEAM STRUCTURE



PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	HOW ASSESSED	DESIRABLE CRITERIA	HOW ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	GCSEs (Including Maths and English) or equivalent qualification or administration customer service role	A,C		
	Experience of working with members of the public and providing administrative support	A/I	Experience of working in a similar housing role with a Local Authority or Housing Association	
KNOWLEDGE /TECHNICAL SKILLS	Knowledge of housing and the issues face by those needing to move	A/I/E		
	Empathy and understanding of the issues faced by those in need of housing.	A/I/E	Knowledge of Safeguarding	A/I
	IT literate – experience of using Windows, Word, internet and e-mail package.	A/I	Experience of using Orchard, Civica and Abritas housing systems	A/I
COMMUNICATION	Excellent communication, interviewing and customer care skills	A/I	Ability to communicate with people at all levels in an assertive and diplomatic manner.	A/I
	Ability to maintain and produce accurate paper and computerised notes, records and statistics as well as to produce well written correspondence.	A/I		
	Ability to display a calm professional approach to customers.	A/I		

CUSTOMER SERVICE	Understanding of and commitment to promoting equality and diversity in service delivery and employment.	I		
	Experience of working in a customer service environment and/or in housing or related field.	A/I		
TEAM WORKING	Able to work and contribute as a member of a team.	A/I		
	Adaptable, friendly approach.	A/I		
MANAGING SELF AND OTHERS	Ability to organise, plan and prioritise own workload and meet deadlines.	A/I		
	Ability to work under pressure	A/I		
	Ability to remain calm under difficult circumstances.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Ability to use initiative and manage difficult situations.	A/I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet. Item	A		

How assessed

- A = Application CV/Personal Statement
 C = Certificates/professional Registration
 D = DBS police check
 E = Exercise
 I = Interview
 M = Medical assessment

For Official Use only			
Job title:	Homechoice Co-ordinator	Post no:	HC
Service:	Housing Options	JE score:	175
Team:	Homechoice	Pay band:	9
Location:	The Burys Godalming, Surrey GU7 1HR	Position type: (if part time, working pattern)	Full-time
Competencies: (level 1 – 4)	Communication:	2	
	Customer Service:	2	
	Team Working:	2	
	Managing Self and Others:	2	
	Can do approach/Results	2	
REVIEWED BY:	<i>Housing Needs Manager</i>	DATE:	
CHECKED IN:	Employee Services	DATE:	
LAST UPDATED:	March 2017	DATE:	