






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   |  |
|---|--|
| <b>Job title:</b>   | <b>Housing Options Co-ordinator</b>  |
| <b>Service:</b>   | Housing  |
| <b>Team:</b>  | Housing Options  |
| <b>Location:</b>  | The Burys, Godalming, Surrey, GU7 1HR  |
| <b>Reporting to:</b>  | Housing Options Manager  |
| OUR ORGANISATIONAL VALUES   |  |
| <b>Collaboration</b><br>  | We know, work with and support one another. We collaborate with residents, businesses and partners and realise the potential of the Guildford and Waverley Collaboration. We empower ourselves and others.             |
| <b>Wellbeing</b><br>   | We look after our own and other's wellbeing. We know it's okay to talk to each other about anything we are struggling with. We stay resilient and raise any concerns we have.  |
| <b>Trusted</b><br>   | We abide by the Nolan Principles of Public Life: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty, and Leadership.  |
| <b>Value for Money</b><br>   | We spend public money wisely and carefully. We understand and follow our governance processes and raise any concerns with the right person. We celebrate successes and learn from mistakes.                            |
| <b>Professionalism</b><br>   | We provide professional advice and excellent service, we know our local areas and understand the communities we serve. We listen to all concerns and ideas. We benchmark our performance and always strive to improve. |
| PRINCIPAL PURPOSE OF THE ROLE   |  |
| <ul style="list-style-type: none"> <li>To provide a 5 day a week reception service for the Housing Options team, giving accurate and lawful initial housing options advice to customers to prevent/relieve homelessness and signpost to the Housing Options Duty officer when required.</li> <li>To provide administrative support across the Housing Options team</li> </ul> |  |

- To administer the Council's deposit scheme (sign ups and recovery)

## MAIN DUTIES AND ACCOUNTABILITIES

### Front Facing Customer Service

- To administer the Council's deposit scheme by conducting new private rented sector signups, including discussing agreements with customers, explaining obligations and arrangement repayments..
- Process housing register applications and changes. Contact customers with queries.
- To give accurate and lawful housing options advice by phone/email/in person. Including documenting customer details, making a Housing Act 1996 Part VII initial assessment, and conducting enquiries as required to escalate or close the case.

### Office Administration

- Provide comprehensive administrative support to the team including: managing phone calls, keeping clear, accurate and up to date records for every case, ensuring all paper records are organised, scanned and checked on electronic software in a timely manner. Dealing with post.
- Document customer circumstances and housing options advice. Send documentation by email/Docusign/Post and upload to system
- Support the homelessness prevention/relief activities and the Council's deposit scheme:
  - Conduct sign ups ensuring agreements are disseminated by Docusign (or another suitable method), completed and distributed.
  - Raise and send invoices and agree payment plans. Track plans to ensure housing register applications are made active following the successful completion of a 6 month payment period.
  - Upload completed documentation to relevant electronic storage
- Use the Council's finance database (Agresso) to respond to debt check enquiries relating to successful bids for social housing and monitor repayment plans
- Process and register housing register applications and related changes. Initiate and process monthly housing register application reviews in a timely manner
- Provide cover for Co-ordinator colleagues as necessary eg with housing register or homelessness duties.
- To carry out any other duties as shall be specified by the Housing Options Manager, including supporting other housing teams as required.
- The postholder will primarily be Office based, however, the ability to work from home when needed is also essential.
- **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 (WEEKLY UNLESS STATED)

- 5 enquiries from external customers including requests for housing options advice.
- 3 housing register applications to be processed
- 2 new sign ups per week
- 10-15 debt checks for the Homechoice team
- 2 invoices to be raised. 2 invoices to be paid.
- Up to 60 existing housing register applications to be reviewed/renewed/cancelled each

month

- Ongoing document organisation and indexing.

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

- Creating a helpful and positive first impression, setting realistic expectations with all customers, and ensuring sustainable private rented tenancies.
- Giving initial accurate and lawful housing options advice which discharges the Council's homelessness duties lawfully and avoids legal challenge.
- Ensure accurate records are kept of public funds expenditure.
- Ensure public funds are recovered in a prudent manner.

#### PLANNING/ORGANISING/CONTROLLING

- Excellent negotiation and communication skills; able to speak to people at all levels in an assertive but diplomatic manner.
- Emotionally intelligent and have the resilience to maintain the LA's position when under pressure, and to achieve good outcomes
- Able to work proactively, on own initiative to achieve results and manage conflicting priorities
- Take responsibility for managing all administrative matters relating to the Council's deposit scheme in a timely way.

#### CUSTOMERS AND CONTACTS

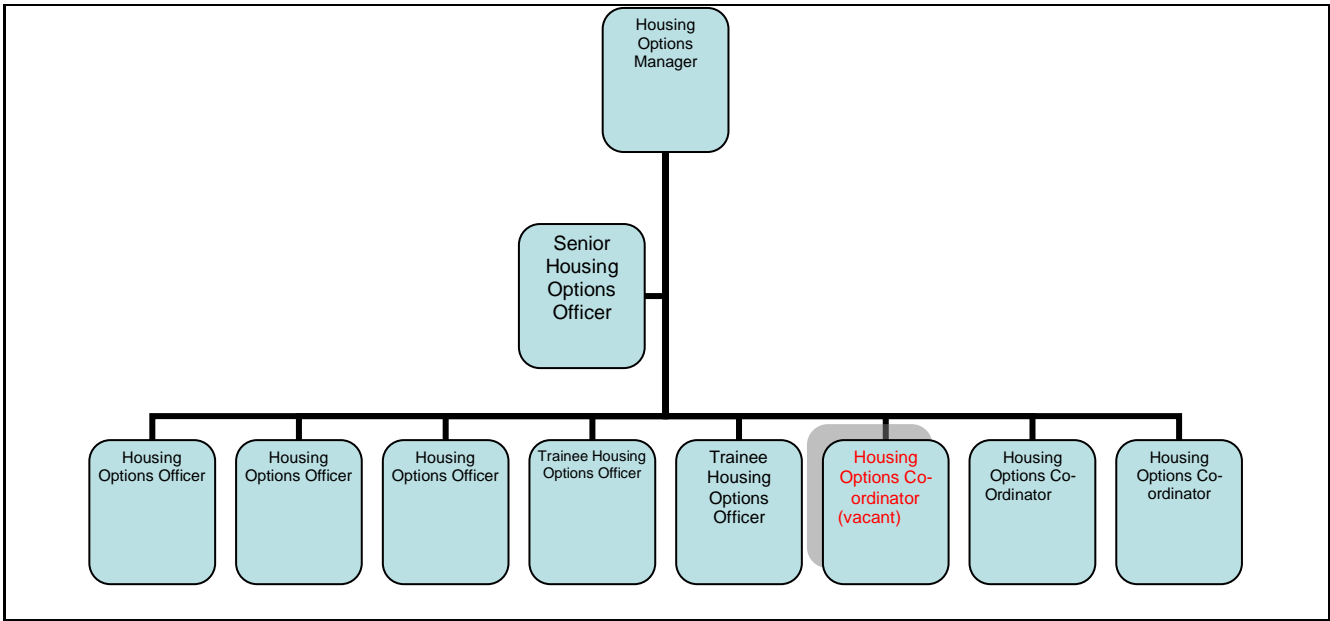
##### INTERNAL

- Housing Options, Homechoice, Housing repairs and maintenance, the Housing Benefit team, Exchequer Services, Housing Management, IT, Scanning Team, Elected Members, Corporate Management Team and other Senior Managers.

##### EXTERNAL

- Members of the public, Citizens Advice Bureaux, Social Services (all teams), Health Visitors, private landlords, letting agents, the Community Mental Health Recovery Service, DWP, JCP, debt advice agencies, Letting Agents, utility providers, floating support providers.

#### SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

|  | PERSON SPECIFICATION  |              |   |              |
|--|---|--------------|---|--------------|
|  | ESSENTIAL CRITERIA  | HOW ASSESSED | DESIRABLE CRITERIA  | HOW ASSESSED |
| <b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b> | 5 GCSE's Grades A-C or equivalent including English and Maths   | <b>CA</b>    | Experience of using Jigsaw, Orchard, Civica Excel, Sharepoint       | <b>AI</b>    |
|  | Experience of working with members of the public and providing administrative support   | <b>AI</b>    | Any experience within a Council of housing association housing role | <b>AI</b>    |
| <b>KNOWLEDGE /TECHNICAL SKILLS</b>                       | Awareness of housing issues and issues faced by people who are homeless or about to become homeless   | <b>AIE</b>   | Knowledge of safeguarding   | <b>AI</b>    |
|  | Excellent IT Skills (Microsoft Office suite, Outlook, document scanning systems)  | <b>AI</b>    | Experience of giving advice to prevent/relieve homelessness         | <b>AI</b>    |
| <b>COMMUNICATION</b>                                     | Excellent negotiation and communication skills; able to speak to customers at all levels in an assertive but diplomatic manner and explain complex matters in a straightforward way | <b>AI</b>    |   |              |
|  | Able to remain calm and professional in difficult circumstances, influencing others to achieve good outcomes.   | <b>AI</b>    |   |              |
|  | Able to produce well written correspondence   | <b>A</b>     |   |              |
| <b>CUSTOMER SERVICE</b>                                  | Committed to excellent customer care and quality service provision.   | <b>AI</b>    |   |              |
|  | Awareness of the needs and challenges faced by homeless people  | <b>AI</b>    |   |              |
|  | Accurate and written English spoken is essential for this post  | <b>AIE</b>   |   |              |
| <b>TEAM WORKING</b>                                      | Able to demonstrate how to play a full part within the team to achieve individual, and team objectives.   | <b>AI</b>    |   |              |

|  | PERSON SPECIFICATION  |              |                    |              |
|--|---|--------------|--------------------|--------------|
|  | ESSENTIAL CRITERIA  | HOW ASSESSED | DESIRABLE CRITERIA | HOW ASSESSED |
|  | Flexible, approachable and friendly.  | AI           |                    |              |
| <b>MANAGING SELF AND OTHERS</b>            | Emotionally intelligence, with the resilience to maintain the LA's position when under pressure to achieve positive outcomes.             | AI           |                    |              |
|  | Able to deal with sensitive and confidential information discretely   | AI           |                    |              |
|  | Use initiative and work proactively to achieve results and manage conflicting priorities.   | AI           |                    |              |
| <b>CAN DO APPROACH / ACHIEVING RESULTS</b> | Accurate and pays attention to detail   | AE           |                    |              |
|  | Able to absorb, put into practice and retain new information, policies and procedures quickly.  | AE           |                    |              |
| <b>SPECIAL REQUIREMENTS</b>                | For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.<br>item | A            | Own vehicle        | A            |
|  | Appropriate business wear.  | I            |                    |              |
|  | Full Driving licence  | 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 |   |  |                                      |
| <b>Job title:</b>     | Housing Options Co-ordinator & Recovery Officer | <b>Post no:</b>  | HC14                                 |
| <b>Service:</b>       | Housing   | <b>JE score:</b>   |                                      |
| <b>Team:</b>          | Housing Options                                 | <b>Pay band:</b>   | 9D                                   |
| <b>Location:</b>      | The Burys Godalming, Surrey GU7 1HR             | <b>Position type:</b><br>(if part time, working pattern) | Full time<br>37 Hours/ Five day week |

|  |                           |              |          |
|--|---------------------------|--------------|----------|
| <b>Competencies:<br/>(level 1 – 4)</b> | Communication:            | <b>2</b>     |          |
|  | Customer Service:         | <b>2</b>     |          |
|  | Team Working:             | <b>2</b>     |          |
|  | Managing Self and Others: | <b>2</b>     |          |
|  | Can do approach/Results   | <b>2</b>     |          |
| <b>REVIEWED BY:</b>                    | E Donaldson               | <b>DATE:</b> | 12/06/24 |
| <b>CHECKED IN:</b>                     | Employee Services         | <b>DATE:</b> |          |
| <b>LAST UPDATED:</b>                   |                           | <b>DATE:</b> |          |