

Job summary

Role title: Housing Register Officer

Department: Housing

General description

You will join the team responsible for the daily running of the Council's housing register and Choice Based Lettings system, processing applications and making nominations in line with our Housing Register and Allocations Policy. You will also have direct contact with customers calling for information about their application or assistance with their general housing situation.

Responsibilities

1. Assess housing register applications and renewals for eligibility, qualification, and banding purposes in accordance with the Council's Housing Register & Allocations Policy
2. To give advice to customers and professionals about the Council's Housing Register and assist applicants to apply for housing
3. To identify where applications require more detailed case management, for example by recognising exceptional circumstances which affect banding or bedroom requirements, or by matching particular properties to those with specific requirements
4. To monitor and respond to incoming communications from applicants and professionals reaching us via web, email, post, and telephone and create detailed case work notes
5. To write clear and effective decision letters regarding applications, offering detailed and personalised advice and signposting as appropriate.
6. To prepare adverts showing available properties and update the HomeChoice website as part of our weekly Choice Based Letting bidding cycle and manage property shortlists and process nominations of successful applicants to housing associations.
7. To conduct home visits (e.g., to verify application details or assess suitability for adaptations)
8. Work in partnership with colleagues in Housing Services
9. To liaise with colleagues in other teams such as Fraud, Council Tax, and Customer Contact to assist with effective management of the register.
10. To represent the team at external case meetings with other professionals e.g. Social Services, Family Support, schools, housing providers etc.
11. Any other duties appropriate to the post.

Person specification and interview assessment form




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|--------------------------|--------------------------|-------------------------------------|--|
| Candidate name | | | |
| Contact number | | | |
| Role title | Housing Register Officer | | |
| Date of interview | | Signed by recruiting manager | |

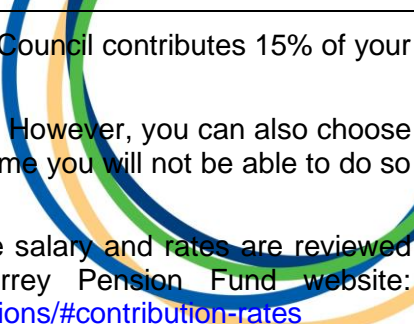
| Selection and Interview Criteria | | Scoring | |
|--|---|--|---------------------------------|
| Criteria | Criteria importance E = Essential P = Preferred | Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated | Score rationale/interview notes |
| Qualifications | | | |
| Educated to GCSE level or equivalent experience | E | | |
| Recognised housing qualification (e.g CIH) | P | | |
| | | | |
| Experience and achievements | | | |
| Proven recent experience of working in housing, either for a Local Authority or a Registered Social Landlord | E | | |
| Experience of liaising with statutory, non-statutory and voluntary agencies. | P | | |
| Experience of dealing with vulnerable people. | P | | |
| Experience of dealing with demanding or challenging customers | P | | |
| Role required competencies and behaviours | | | |
| Excellent oral and written communication skills | E | | |

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|---|---|-----------------|---|
| Excellent interpersonal skills | E | | |
| Demonstrable commitment to high standards of customer care | E | | |
| Demonstrable ability to adopt a methodical and meticulous approach | E | | |
| Good IT skills including a working knowledge of Excel, Word, Outlook, Civica and Locata | P | | |
| | | | |
| Corporately required personal qualities and behaviours | | | |
| Innovative | E | | |
| Supportive | E | | |
| Flexible | E | | |
| Positive | E | | |
| | | | |
| Total Criteria Score | | | Feedback to be given to candidate: |
| Essential Criteria Score | | | |
| Preferred Criteria Score | | | |
| Appointment choice number | | 1st / 2nd / 3rd | |

Summary of employment package

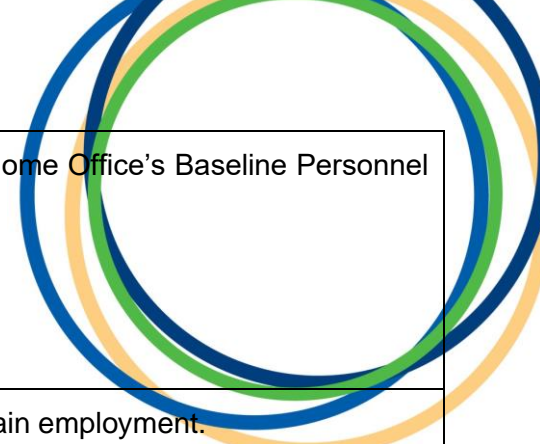


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| Place of work | <p>The role will be primarily based at Town Hall</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p> |
| Salary | <p>Graded TS3, the salary will be in the region of £28,725 - £33,498 (£14,362.50 – £16,749 pro rata per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p> |
| Duration of contract | <p>The contract will be offered on a permanent basis.</p> |
| Probationary period | <p>Upon joining the Council, all staff are required to satisfactorily complete a six month probationary period.</p> |
| Hours of work | <p>Hours of work are nominally 18 per week.</p> |
| Employment Benefits | |
| Flexible working hours | <p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.</p> |
| Annual leave | <p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p> |



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| Pension | <p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</p> |
| Training and development | <p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p> |
| Professional subscriptions | <p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, your manager will approve your claim as applicable.</p> |
| Car parking / Travel loan scheme | <p>The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available to purchase bicycles and accessories to the value of £1000, for quarterly/yearly rail season or bus tickets or a season car park pass.</p> |
| Cycle purchase scheme | <p>The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.</p> |
| Employee discounts | <p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p> |

Other Conditions



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| Pre-employment checks | <p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none">• at least two satisfactory references• eligibility to work within the UK, and proof of your identity• evidence of relevant qualifications |
| Paid work with another employer | <p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p> |
| Disclaimer | <p>Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.</p> |

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

