



Information pack for the post of  
**Housing Options Officer x 2**  
Job reference number 1301  
**Closing date: 22 May 2026 (noon)**  
Interview date: 5 June 2026

**Guidance on completing the application form.**

Please ensure all sections of the application form are complete.

Before filling in your application form, please read the job description carefully. This outlines the duties to be performed, the person specification will outline the skills, abilities and qualifications required of the postholder. You will need to demonstrate that you meet the requirements of the job description, (or at least have the potential to do so), in order to be shortlisted for an interview.

Please note, when copying and pasting text into the online application form the formatting may change, so please check before submitting.

We understand that some applicants may use artificial intelligence (AI) tools to assist with preparing their applications. All submitted information, whether supported by AI or not, must accurately reflect the applicant's own skills, experience, and qualifications. Recruitment decisions will be based on how well applicants demonstrate these attributes during the interview and selection process.

**Disclosure and Barring Service (DBS)**

Some posts may be subject to a basic or an enhanced DBS check. This will be stated in the advertisement, Job Description or Person Specification. Further information about this check can be obtained from the following website:  
[www.gov.uk/disclosure-barring-service-check](http://www.gov.uk/disclosure-barring-service-check)

**Politically Restricted Post**

Some posts may be politically restricted which means Under the Local Government and Housing Act 1989 some posts will be disqualified from being a Councillor, Member of Parliament or Member of the European Parliament. The regulations restrict you from undertaking:

- Candidature for election
- Holding office in a political party
- Canvassing at elections
- Speaking or writing publicly on matters of party political controversy.

## **Additional Clearance**

Some posts may at any time be required to undertake additional clearance or checks.

These may be required in order to comply with a request from a Government body or as a result of a statutory requirement and may include some form of criminal record check.

## **Referees**

References must cover the last 3 years together with a reasonable account of any significant periods (6 months or more) of time spent abroad.

Ensure that the names of referees that you supply relate to people who you know in a professional capacity. Ideally, at least one referee should be your current manager or college tutor. Previous managers or tutors can also be named, but where possible, you should avoid providing names of colleagues or friends as referees.

Your referees will be asked to supply information regarding your professional and technical ability, your character and personality, and your timekeeping and reliability. They will also be asked for information regarding your general health and absences on the grounds of sickness over the last two years.

## **Evidence of information provided in your application form**

Successful candidates will be required to provide documentary evidence of the qualifications required to do the job. We reserve the right to verify any information given on the application form and failure to provide such evidence will result in the offer being withdrawn or in dismissal.

## **Equality and diversity**

Spelthorne Borough Council is committed to equality of opportunity for all in relation to the services and functions it carries out and in the employment practices it follows. As a responsible employer, the Council will conduct its affairs in a manner which will not unlawfully and unjustifiably cause disadvantage to any employee or job applicant on the following grounds: age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief or marriage and civil partnership.

As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for the vacancy.

Complaints about equality and race equality issues will be dealt with promptly and seriously. Please refer to our website for further information.

## **Eligibility to work in the UK**

The Asylum and Immigration Act makes it a criminal offence for employers to recruit staff who are not entitled to work in the UK. Therefore any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK.

### **What happens after I submit in my application?**

The shortlisting panel will look at your application form after the closing date to see how well your skills, experience and knowledge meet the requirements of the job set out in the person specification. Candidates who are shortlisted for interview will be advised of the arrangements.

Telephone **01784 444263** or e-mail [recruitment@spelthorne.gov.uk](mailto:recruitment@spelthorne.gov.uk) with any queries.

You are also able to apply online using [www.surreyjobs.info](http://www.surreyjobs.info)

**surreyjobs.info**  
A revolution for Public Sector jobs in Surrey  
[www.spelthorne.gov.uk](http://www.spelthorne.gov.uk)





## Advert

### **Housing Options Officer x 2**

1 x permanent and 1 x fixed term 12 months

Salary £32,687 - £44,452 pa plus Essential user car allowance

36 hour per week

At Spelthorne we successfully prevent homelessness for the majority of our customers, and are recognised nationally, for our pro-active approach and focus on teamwork with partners. We want to improve on this and are looking for enthusiastic people, practically minded, who are able to negotiate to resolve customers' homelessness.

We have two posts, one offered as a 12-month contract and the other a permanent contract.

You will be able to work on your own initiative and see cases through from start to finish.

This role would suit someone with excellent customer care and IT skills new to Housing, or an experienced person looking to work for an innovative organisation.

This post is identified as a hybrid post supporting both office and home working in line with Spelthorne Borough Council's policy. The post holder will be required to attend the office in line with a rota and any service requirements.

The ability to converse at ease with customers and provide advice in accurate spoken English is essential for customer facing posts. These posts fall within the scope of the Code of Practice on English language requirement for public sector workers. The Council, therefore, has a statutory duty under Part 7 of the Immigration Act 2016 to ensure that post holders have a command of spoken English sufficient for the effective performance of the job requirements. If you have any queries or would like to discuss this further, please contact Human Resources.

Please note as part of the employment checks this post will be subject to a Basic Disclosure & Barring Service (DBS) check.

Please note that as part of the employment checks, this post has an essential car user allowance attached to it. A valid driving licence, and access to a vehicle insured for business use will be required.

Spelthorne Borough Council use the Microsoft Authenticator app as a secure way of accessing our network. Successful candidates will be required to use their own mobile device to download and use Authenticator.

In return, we can offer excellent conditions of service with a benefits' package that includes flexible working hours, pension scheme and at least 23 days' paid leave per year (pro rata for part time).

**Closing date: 22 May 2026 (noon)**

Interview date: 5 June 2026

**To apply please use the 'apply online' button below.**

CVs can only be accepted in support of a completed application form.

Unfortunately, we are unable to reply to all candidates. If we have not contacted, you within 3 weeks of the closing date then your application has been unsuccessful. All shortlisted applicants will be contacted via email after the closing date.

**Local Government Reorganisation (LGR)**

Spelthorne Borough Council is undergoing Local Government Reorganisation, moving from a two-tier system to two new unitary councils in April 2027. Please see more information here [Local government in Surrey is changing | Spelthorne Borough Council](#)

*Working towards equal opportunities*

**Strictly No Agencies**



## Job Description

<b>Date Prepared:</b>	<b>February 2026</b>
<b>Post Title:</b>	Housing Options Officer
<b>Post Number:</b>	2701, 2745A, 2702, 2742, 2712A, 2714, 4784, 2752, 2753, 2712, 2756
<b>Grade:</b>	5/M1
<b>Service:</b>	Housing Options
<b>Section Head:</b>	Group Head Housing Options
<b>Report To:</b>	Team Leader Housing Options
<b>General Duties:</b>	<p>To Assess the needs of households threatened with homelessness and work with them to develop a personal housing plan to prevent them from becoming homeless.</p> <p>To assess households under the homelessness legislation and determine what duty is owed to them.</p>
<b>General Responsibilities:</b>	<p><b>Equal Opportunities:</b> The Council is committed to achieving equality of opportunity and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.</p> <p><b>GDPR:</b> The council is committed to the principle of confidentiality and the requirements of the Data Protection Act and expects all employees to implement and promote its policies in all areas of their work including attending training as appropriate.</p> <p><b>Health and Safety:</b> The Council is committed to providing a healthy and safe working environment and expects all employees to implement and promote policies in all areas of their work including attending training as appropriate.</p>

### **Particular duties and responsibilities:**

1. To undertake a full assessment of client's housing needs to establish existing housing rights, to identify appropriate housing options and to assist with accessing these options, ensuring that a full range of advice and information is available.
2. Completing personal housing plans and problem solving in a fast paced environment.
3. To participate in the operation of a duty rota system for reception interviews and telephones and to ensure its effective operation. To be available to interview customers on request and to cover for absent colleagues.
4. To work closely with a wide range of internal and external agencies such as Children's Services, Adult Services, Community Mental Health Teams, Police etc. to ensure correct assistance and advice is given to clients in housing need. To attend meetings if applicable.
5. To work closely with clients who exhibit aggressive or challenging behaviour, often on a one-to-one basis. This would include home visits and lone working.
6. To represent the Council at external meetings including Child Protection and County Court.
7. To carry out statutory assessments of homeless households and draft a decision letter which minimises risk to the Council's reputation and is legally robust to withstand challenge.
8. To carry out statutory reviews.
9. Ability to manage a diverse caseload of applications effectively and prioritise workload.
10. To arrange and manage placements into emergency accommodation facilities.
11. With a focus on ICT and working in a paper free environment to maintain records for customers ensuring that they accurately reflect details of their current situation and housing needs, the advice provided to them and outcomes.
12. To draft, revise and maintain housing advice procedure policies.
13. To carry out duties associated with the maintenance of Spelthorne's Housing Register in accordance with current policies and deputise for staff in this area at times of shortage.

14. To promote equality, diversity and inclusion for all, maintaining an awareness of the equality and diversity protocol and work to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
15. Carry out such other duties as may be required by your Group Head/Deputy Chief Executive appropriate to your skills and to a level of responsibility not exceeding the grade on which you are appointed. In accordance with the Equality Act any reasonable adjustments will be made to overcome any factor which puts a disabled employee or applicant at a disadvantage.

## Person Specification

**Post: Housing Options Officer**

**2756**

Key Job Requirements	Desirable/ Essential	Testing Mechanism
<p><b>1. Skills</b></p> <ul style="list-style-type: none"> <li>i) Ability to deal with challenging customers face to face including lone working</li> <li>ii) Ability to analyse complex information from different sources</li> <li>iii) Ability to draft letters and reports containing statutory information.</li> <li>iv) Ability to negotiate effectively with a range of internal and external partners/stakeholders</li> <li>v) Ability to use ICT software and packages focussing on a paper free environment</li> <li>vi) Ability to work on own initiative to manage a varied workload at meet targets with tight deadlines</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential Essential</p>	<p>Application/ Interview</p> <p>Application/ Interview</p> <p>Application/ Interview/Test</p> <p>Application/ Interview</p> <p>Application / Interview Application/Interview</p>
<p><b>2. Experience</b></p> <ul style="list-style-type: none"> <li>i) Working in a customer facing situation</li> <li>ii) Working in a homelessness prevention or housing options setting giving advice on options available, <i>and/or</i> undertaking statutory homelessness assessment</li> </ul>	<p>Essential</p> <p>Desirable</p>	<p>Application/ Interview</p> <p>Application/ Interview</p>
<p><b>3. Knowledge</b></p> <ul style="list-style-type: none"> <li>i) Of housing legislation and its implications on current issues including case law, relevant Housing Acts and Homelessness Acts</li> </ul>	<p>Essential</p>	<p>Application/ Interview</p>
<p><b>4. Qualifications</b></p> <ul style="list-style-type: none"> <li>i) 5 GCSE or equivalent passes</li> </ul>	<p>Desirable</p>	<p>Application/ Interview</p>
<p><b>5. Personal Qualities</b></p> <ul style="list-style-type: none"> <li>i) Non-judgemental and able to exercise empathy</li> <li>ii) Confidence in using initiative and making decisions</li> </ul>	<p>Essential</p> <p>Essential</p>	<p>Application/ Interview</p> <p>Application/ Interview</p>

**Person Specification**

**Post: Housing Options Officer**

**2756**

<b>Key Job Requirements</b>	<b>Desirable/ Essential</b>	<b>Testing Mechanism</b>
iii) Ability to work effectively as a team member	Essential	Application/ Interview
iv) Hold a current driving licence and have use of a car which is available for work	Essential	Application/ Interview