****JOB DESCRIPTION

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| Job Title | **Housing Options Adviser** | Post Number | HD928T |
| Grade | GR07 | Service Area | Housing Services |
| Special Conditions | Basic DBS check required | Additional Benefits | Casual Car User |
| Authorised by | Director of Communities and Housing | Date | October 2025 |

**Job Purpose**

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| The purpose of this role within the Council is: | To act as primary point of contact on a day to day basis for all aspects of the Housing Service.  To assist in implementing the Councils duties, responsibilities and policies within the Housing Service.  Ensure the effective and efficient delivery of:   * Homelessness; * The Common Housing Register (Choice Based Lettings Scheme); * The Statutory Housing Register; * Housing Advice and Housing Strategy |
| Responsible for demonstrating commitment to working in line with the Councils' values | |
| Responsible for championing and demonstrating the Council’s Leadership Behaviour Framework | |
| The postholder works for: | Senior Housing Options Advisers |
| The postholder manages \supervises: | N/A |

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| Key Accountabilities (All accountabilities will be carried out in line with the Council’s policies, procedures and relevant regulations and legislation) | |
| 1 | Delivering statutory functions in line with the Homelessness Reduction Act 2017 to customers who present as homeless or threatened with homelessness within 56 days. |
| 2 | Lead on the provision of advice to households who approach with housing related to queries, with the view to prevent homelessness wherever possible. |
| 3 | Confidently and independently make accurate legal decisions in line with the Homelessness Reduction Act 2017 that can be appropriately explained to homeless households. |
| 4 | To deliver a comprehensive and high quality, customer and performance focused housing options service to applicants. |
| 5 | To ensure that all applications are supported in a timely way and in accordance with relevant policies and procedures. |
| 6 | To provide an efficient and personalised service to customers, fulfilling statutory obligations in line with the Homelessness Reduction Act 2017. |
| 7 | To meet individual and team key performance targets for sustaining and improving the quality of the Housing Options Service. |
| 8 | To support customers in accessible way across a vast rural landscape through community surgeries and home visits where applicable. |
| 9 | To give advice to members of the public in respect of all aspects of housing. This includes offering all customers who are homeless/threatened with homelessness and eligible for assistance, the opportunity to be supported with an Assessment and Personalised Housing Plan. |
| 10 | Ensure a high level of case work, including supporting customers in a timely manner, seizing opportunities to prevent homelessness wherever possible. |
| 11 | Ensure a full working knowledge of relevant legislation such as the Homelessness Reduction Act 2017 and the Housing Act 1996, Part VII. |
| 12 | Ensure a full working knowledge of the Housing computer applications and associated computer systems. |
| 13 | Ensure a full working knowledge of welfare reform and tenancy matters, including matters of tenure, Universal Credit and Local Housing Allowance rates etc. |
| 14 | To deal with enquiries from customers (by telephone, email, correspondence and personal visits where appropriate) in accordance with the authorities Customer Service Standards. |
| 15 | Manage customers in Temporary Accommodation effectively, including move on, Housing Benefit and appropriate financial systems that relate to this. |
| 16 | To attend Council meetings and meetings with statutory/voluntary agencies as required. |
| 17 | To process invoices for payment within performance targets and raise sundry debtor accounts, monitoring payments. |
| 18 | Maintain a good understanding of policies and procedures for safeguarding children, vulnerable adults and people affected by Domestic Abuse and alert Children or Adult Social Care if they suspect a child of vulnerable adult may be subjected to abuse. |
| 19 | Ensure that an accurate, detailed record is kept of all interviews, telephone calls and follow up action taken (and that files are maintained to a high standard) in order to assist effect case management. |
| 20 | Ensure that appropriate support mechanisms are in place for vulnerable tenants by making appropriate referrals and working in partnership with other services and agencies. |
| 21 | Assist in developing plans/strategies for the Housing service. |

**NOTES:**

1. Duties will inevitably develop and change as the work of the Council changes to meet the needs of our customers. Employees should therefore expect periodic variations to job descriptions, and the Council retain this right. This job description will be supplemented on a regular basis by individual objectives derived from Council strategies.
2. Where an applicant or an existing employee is or becomes disabled (as defined by law) and inform the Council fully of their requirements reasonable adjustments will be made to the job description wherever possible.

KEY REQUIREMENTS

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| Qualifications (or knowledge and experience at an equivalent level) | Essential | Desirable |
| Good educational background with a good level of numeracy and literacy skills | E |  |
| Housing qualification or a similar related field |  | D |

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| Experience | Essential | Desirable |
| Detailed knowledge relevant legislation including the Homelessness Reduction Act 2017 and the Housing Act 1996 Part VII | E |  |
| Experience of working with multiple agencies and develop strong partnerships with other statutory services and voluntary sector partners | E |  |
| Full systems knowledge with the ability to initiate creative solutions for service improvements | E |  |
| Previous experience in a Housing or similar related field |  | D |

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| Skills Required | Essential | Desirable |
| Strong customer focus with the ability to treat customers with respect, adapting own behaviour to communicate with the customer in a way that suits the customer’s needs | E |  |
| Able to encourage the close working of the team and is tactful and diplomatic in all situations | E |  |
| Strong IT skills including knowledge of housing software and all Microsoft packages | E |  |
| Planning and prioritising own workload to meet deadlines | E |  |
| Plans activities for own area of work within existing procedures without seeking support and direction | E |  |

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| Behaviours | Essential | Desirable |
| Ability to communicate in writing decisions and legislation with clarity. Taking responsibility for the decisions made | E |  |

Note: Applicants who are disabled (as defined by law) will be guaranteed an interview if they meet the essential criteria provided that this information is noted under the relevant section of the application form.