



## Job Description

<b>Job Title:</b>	Homesearch Support Officer
<b>Grade:</b>	Grade 4
<b>Section:</b>	Allocation, Voids and New Tenancies Team
<b>Reports to:</b>	Senior Homesearch Officer
<b>Responsible for:</b>	None

### The Job

Is to:

- assist in the delivery of a comprehensive customer focused service for all service users, from initial Homesearch application to completion of the probationary tenancy; and
- provide administrative support to all employees within the team to assist customers and other agencies in accordance with the organisations policies and procedures.

### The Bigger Picture

You will:

- co-ordinate an appropriate response to a range of housing and other WDH enquiries with an emphasis on resolving problems through a single contact with a minimal number of referrals to other parts of the organisation;
- support WDH's Vision and corporate objectives;
- contribute to continuously improve levels of customer satisfaction;
- deliver services in a manner which supports WDH's brand and enhances the organisations reputation;
- need to be fully aware of appropriate legislation and statutory requirements;
- be aware of and comply with organisational policies and procedures;
- be expected to work flexibly to meet the changing needs of the service and;
- ensure that all work is compliant with WDH's approach to equal opportunities, data protection, human rights and confidentiality.
- perform any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job; and
- be required to undertake your duties at any location throughout the district dependent on the needs of the service.

## The Day to Day

Due to the ever changing environment your duties may include, but are not restricted to, the following.

You will:

- provide management and administrative support to the Homesearch Team;
- where required assist customers in placing bids within the scheme;
- assist in the maintenance of the scheme's website and other electronic media in accordance with corporate guidelines and within agreed timescales;
- contribute to the development and maintenance of links and partnerships with external agencies;
- assist in the planning and delivery of training and promotional events for the scheme;
- assist in the maintenance of all available bid platforms for the scheme;
- carry out all administrative processes in respect of registering and reviewing Homesearch applications, preparing waiting lists, setting up and managing new tenancies;
- conduct the sign up processes with all prospective new tenants in accordance with the sign up procedure;
- interview tenants and Homesearch members and provide them with accurate information with regards to their enquiry including advice around homelessness HATE reporting and anti social behaviour;
- prepare case papers in respect of court action or for the use in the review panel process;
- assist all members of the AVANT Team in ensuring that the operational processes and procedures of the team are carried out in accordance with organisational policies and procedures;
- co-ordinate a detailed response to customers' enquiries; where it is necessary to refer enquiries to other officers of WDH, retain control of the initial enquiry and arrange any follow up action to ensure that the problem is resolved to a satisfactory conclusion, keeping the customer fully informed of the outcome of their enquiry;
- carry out general administrative functions to support the work of all employees within the AVANT Team;
- deal with initial enquiries from customers, employees and other agencies in respect of supported bidding facilities;
- operate Homesearch phone line in accordance with WDH's policies and procedures when required;
- assist in the preparation of weekly advertising material in accordance with corporate standards and within agreed timescales;
- deal appropriately with all complaints and representations in accordance with the organisations complaints procedure;
- promote the service at all times in a manner consistent with the Customer Charter, Local Offer and other service standards;
- assist senior managers in minimising the void period;
- assist with the Lifestyle Programme for Homesearch members and new tenants;

- assist management employees with all aspects of first year tenancy management; and
- assist managers in preparing and collating information to facilitate the pre tenancy process.

### **Personal Contacts:**

**Internal:** All employees within WDH.

**External:** All outside agencies as appropriate. Members of the public and tenants.  
Other statutory and voluntary agencies.

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
<b>Qualifications and Training</b>			
A qualification at Level 2 of the Regulated Qualifications Framework such as GCSEs (3 or more at grades 9-4/A-C), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ

<b>Determination</b>			
Able to work effectively in a highly pressurised environment and meet deadlines and targets	✓		AF/I
Effective organisational skills	✓		AF/I
Effective negotiation skills	✓		AF/I
The ability to input and retrieve information accurately using specific computer applications	✓		AF/I
Committed to promoting choice and high standards of customer service	✓		AF/I

<b>Nous</b>			
Administration experience	✓		AF/I
Experience of using PC data based systems	✓		AF/I
An understanding of the principles of customer care	✓		AF/I
The ability to examine/interpret and record information effectively	✓		AF/I
Demonstrate an understanding of equal opportunities in service delivery	✓		AF/I
Effective communication skills, both verbal and written.	✓		AF/I
Good analytical and interpretation skills		✓	AF/I
Knowledge of housing, preferably involving estate and tenancy management		✓	AF/I
An understanding of the WDH Customer Charter		✓	AF/I

<b>Attitude</b>			
Experience of delivering customer focused services	✓		AF/I
Effective listening skills	✓		AF/I
Ability to work effectively as part of a team	✓		AF/I
Ability to work effectively as part of a team	✓		AF/I
A willingness to undertake any necessary training	✓		AF/I

<b>Additional Requirements of the Role</b>			
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.		✓	AF/CQ

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification