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| Job Title: | Homesearch Officer |
| Grade: | Grade 6 |
| Section: | Allocation, Voids and New Tenancies Team |
| Reports to: | Senior Homesearch Officer |
| Responsible for: | None |

The Job

Is to:

- take a key role in the delivery of the allocations, voids and new tenancy management service from initial Homesearch application to completion of the probationary tenancy period, and
- take responsibility for the registration of homesearch applications; carry out the pre tenancy processes; selection process; determining works required to a property to complete the allocation; identifying rechargeable work and raising invoices; accompanied viewings and managing all new tenants during the probationary period.

The Bigger Picture

You will:

- co-ordinate an appropriate response to a range of housing and other enquiries with an emphasis on supporting 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 organisation's 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, including weekend and evening work;
- be required to work alone within the community using mobile technology, visiting tenants and prospective tenants in their home;
- ensure that all work is compliant with WDH's approach to equal opportunities, diversity and inclusion, data protection, human rights and confidentiality;
- be required to undertake your duties at any location throughout the district including evenings and weekends to meet the needs of the service, and
- perform any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

The Day to Day

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

You will:

- ensure Homesearch applications are registered in line with the organisation's policies and procedures;
- carry out all pre tenancy assessment processes in accordance with policies and procedures, identifying any support needs which would allow customers to sustain their tenancy, or prevent them from being offered a WDH tenancy;
- conduct pre termination inspections in accordance with policies and procedures;
- make sure the property is accessible at all times by any individual required to gain access;
- select a prospective tenant in accordance with the organisation's allocations policies and procedure;
- carry out a full range of tenancy management duties during the probationary period for all new tenancies this includes but is not restricted to:
 - post tenancy visits to ensure occupants' compliance with tenancy conditions;
 - debt management;
 - anti social behaviour and environmental issues;
 - lifestyle assessments;
 - housing support;
 - customer engagement;
- manage individual void properties ensuring property security and safety and ordering appropriate repairs and cleaning to secure a successful allocation;
- carry out accompanied viewings with prospective tenants, when required to meet both the needs of the customer and the business;
- minimise void rent loss through effective and efficient working practices;
- record data and be a point of contact for the organisation in relation to the Allocations, Voids and New Tenancies service for the following:
 - complaints;
 - insurance claims;
 - emergency works;
 - identifying and raising invoices for rechargeable repairs.
- comply with legislation, organisation standing orders, the financial and delegation framework and policies and procedures;
- assist the Allocations, Voids and New Tenancy Management Team in developing service improvements;
- work with the area teams to ensure there is an effective co-ordinated Homesearch service;
- ensure employees' development and management support processes are delivered;

- collate information for the advertising process and to advertise properties for participating registered providers in accordance with the organisation's policies and procedures;
- promote health and safety awareness to ensure safe working environments in accordance with the WDH Health and Safety policies and procedures and undertake risk assessments as required;
- assist in the delivery of a comprehensive customer focused service for all service users, and
- promote the service at all times in a manner consistent with WDH policies and procedures.

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) |
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| Qualifications and Training | | | |
| A qualification at Level 2 of the Regulated Qualifications Framework in Maths and English, such as GCSEs (grades A-C/9-4), Award, Certificate or Diploma at level 2 or equivalent. | ✓ | | AF/CQ |

| Determination | | | |
|---|---|---|------|
| Effective time management and organisational skills with the ability to work to tight deadlines | ✓ | | AF/I |
| Effective negotiation skills | ✓ | | AF/I |
| Drive and determination to deliver high quality services to customers at all times | ✓ | | AF/I |
| Decisive analytical and interpretation skills | | ✓ | AF/I |

| Nous | | | |
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| Experience in an appropriate office administration or housing related field | ✓ | | AF/I |
| An understanding of and the ability to apply the appropriate legislation, policies and procedures for the delivery of the services within WDH | ✓ | | AF/I |
| Demonstrate a clear understanding of the principles of performance management | ✓ | | AF/I |
| Knowledge and practical experience of using IT as information and management tools | ✓ | | AF/I |
| Effective communication skills | ✓ | | AF/I |
| Excellent presentations skills, both written or verbal | ✓ | | AF/I |
| Supervisory experience | | ✓ | AF/I |
| Demonstrate an understanding of equal opportunities in service delivery | | ✓ | AF/I |
| Having the ability to present information in a clear concise manner | | ✓ | AF/I |
| Knowledge and understanding of the WDH Vision and the Customer Charter | | ✓ | AF/I |

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| Attitude | | | |
| Evidence of a customer focused approach to service users | ✓ | | AF/I |
| To have a flexible approach and to work as part of a multi disciplinary team | ✓ | | AF/I |
| Have a commitment to employee development initiatives | ✓ | | AF/I |
| Evidence of effective communications with stakeholders and managers | ✓ | | AF/I |

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| Additional Requirements of the Job | | | |
| 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 |
| The post holder will be required to work outside normal office hours | ✓ | | I |

Key

AF - Application Form

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

CQ - Certificate of Qualification