

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Housing Reviews Officer	Grade: PO2
Section: Housing Assessment and Adaptation	Directorate: Housing and Regeneration
Responsible to: Housing Register and Reviews Manager	Responsible for: Senior Housing Reviews Officer x 1 Housing Reviews Officer x 2
Post Number/s: TBC	Last Review Date: New post

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

Richmond & Wandsworth Better Service Partnership aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

Responsible for carrying out enquiries into reviews of applications made under the Housing Act 1996 as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017 and have regard to the Code of Guidance 2017.

Working across both boroughs as part of the Reviews Team the post holder will work closely with the Reviews Manager and will be responsible for carrying out thorough investigations of reviews requested under both part 6 and part 7 of the Housing Act as amended, ensuring that all review decisions are legally robust and are issued within statutory guidelines.

Specific Duties and Responsibilities

1. To report to the Deputy Housing Reviews Manager, investigating and assessing applications for review of decisions and other matters subject to review, making enquiries as necessary to determine the extent of the Council duties and powers, and drafting complex decision letters with full reasons.
2. To ensure that the Council meets its legal responsibility to carry out enquiries into reviews requested under part 6 and 7 of the Housing Act 1996 as amended.
3. To work as part of team and to effectively manage a review caseload with full regard to the individuality of those cases.
4. To sensitively and thoroughly interview housing applicants seeking review, where necessary following a regulation 7(2) minded to notification or more generally and keeping full and accurate records of such interviews.
5. To be responsible for the thorough investigation of reviews and in conjunction with the Reviews Manager recommend the appropriate outcome ensuring compliance with the regulatory framework, statutory deadlines and the Code of Guidance.
6. To comply with administrative procedures for the conduct of reviews including contributing to the ongoing improvement and development of those procedures.
7. To produce and maintain electronic records relation to the service and use the relevant IT systems to record and interrogate data.
8. To work closely with the Reviews Manager to gain and develop a robust interpretation of complex legislation and the statutory duties of the Council on relevant legislation and enactment of law and ensure implementation of any subsequent changes arising from amendments in statute and guidance.
9. To work closely with the Housing Advice and Information Team, Customer Services and Options Team, Resettlement and Housing Options Team to contribute to and develop joint working.
10. Attend meetings both within and outside the Council to promote the work of the Team and to provide advice around responsibilities and duties pertaining to Housing Legislation and tenancy matters.
11. To liaise with and respond to enquiries from various voluntary and statutory agencies with regard to or on behalf of customers. This may include MP's,



Councillors, Citizens Advice, Social Services, Health, Education, Probation, Landlords and Solicitors.

12. To represent the Reviews Team at meetings/case conferences as appropriate and to participate in training as and when required.
13. To carry out home visits which may or may not be in the borough.
14. To train/and or induct other officers in the role or more generally as directed.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working 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.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- **May be required to attend Court hearings at short notice in relation to applications for judicial review and/or other appeal.**

Team structure

Housing Register and Reviews Manager.

Deputy Housing Reviews Manager x 1

Senior Reviews Officer x 1

Housing Reviews Officers x 2

Housing Review Officer (fixed term) x 1



For the current structure please go to The Loop.

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Detailed knowledge of relevant homelessness and Housing Act legislation	X		A/I
Good knowledge of relevant case law and Codes of Guidance	X		A/I
A good knowledge of services, benefits and support available to applicants experiencing housing problems		X	A/I
Experience	Essential	Desirable	Assessed
Experience of managing teams providing a front line service	X		A/I

Experience of performance appraisal and staff development		X	A/I
Significant experience of statutory and non-statutory reviews in relation to homelessness and housing register applications	X		A/I
Skills	Essential	Desirable	Assessed
Excellent verbal and written communication skills		X	A/I
Ability to problem solve in a fast paced environment		X	A/I
Ability to manage, supervise and motivate staff	X		A/I
Ability to work effectively as part of the wider management team, fostering and flexible and results driven culture	X		A/I
Qualifications	Essential	Desirable	Assessed
Minimum of 2 A levels grade C and above or equivalent		X	

A – Application form / CV

I – Interview

T – Test

C - Certificate