



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Allocation and Mobility Officer	Grade: PO1 Full time (36hrs)
Section: Allocations and Provision – Housing Services	Directorate: Housing and Regeneration
Responsible to following manager: Allocation Manager/Deputy Manager	Responsible for following staff: N/A
Post Number/s: RWH5088 RWH5089	Last review date: July 2024

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

The aim of the role is to encourage, assist, and support tenants who are under-occupying their homes to downsize to smaller properties. This initiative is designed to free up larger family accommodation and make the best use of Council-owned and Registered Providers housing stock. Staff will work intensively with tenants to facilitate downsizing, providing the necessary assistance and guidance throughout the process.

Specific Duties and Responsibilities

1. Responsible for the allocation and letting of various type of accommodation available to the Councils under their sovereign housing duties, powers and functions within the frameworks of the Housing Allocations Scheme, Homeless Code of Guidance and the approved allocations plan.
2. Responsible for identifying any voids and pre-voids and ensuring the matching process is applied promptly and within prescribed timescales, minimising void periods and complying with service standards and performance target.
3. Responsible for the maintenance of administrative functions in relation to settled offers. Liaising with relevant bodies re status of offers, tenancy commencement dates and for determining the suitability of offer made both at the time of offer and where the household receiving the offers wishes to refuse.
4. To ensure that all applicants are interviewed prior to refusing any offer of accommodation in order to determine refusal reason and to advise of implications of the decision being taken. Responsible for maintaining and analysing information of refusal reasons, identifying and implementing service improvements where possible.
5. Liaises with RSLs and Private Sector Landlords regarding the vacancies and nominations of priority applicants and ensuring that applicants are selected within the framework of allocations scheme and statutory guideline the targets within the approved allocations plan. To ensure that appropriate support and risk assessments relating to the applicant are passed to RSLs.
6. To create and increase mobility opportunities for social housing tenants with the aim of increasing significant resources and making the best use of each Councils' stock. Identify creative and innovative opportunities to increase housing mobility and to improve processes and system to implement such moves
7. To identify, create and facilitate under-occupation moves within targets in order to release family sized social housing and to ensure the best use of rehousing opportunities.
8. To manage and assist in decant moves resulting from any major works and regeneration schemes, where required.



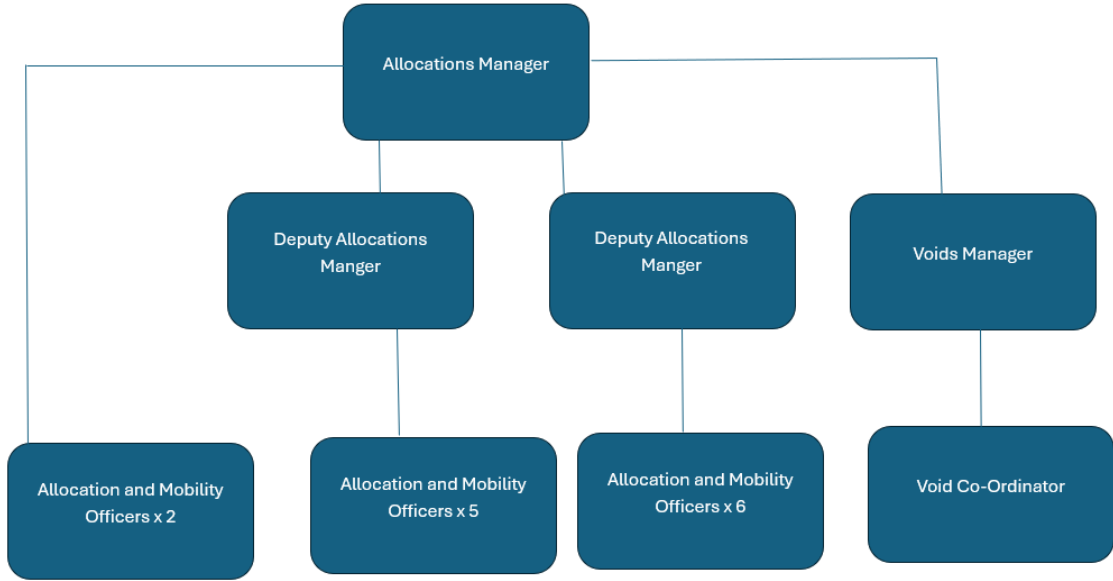
Generic Duties and Responsibilities

- 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, handling complaints 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

- Be prepared to work outside of usual working hours to cover emergencies
- Attend evening meetings
- To be part of duty team where necessary
- To arrange and set up mobility events
- Must have use of motorised transport and be able to carry out visits and/or be able to carry out visits using public transport
- As and when required in response to staff shortages and service needs to undertake the duties of an officer in the property management team and or temporary accommodation team.

Team structure



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
Housing and homeless legislation relating to part 7 and part 6 offers		Y	A/I
Welfare reform		Y	A/I
Homeless and Allocation Codes of Guidance		Y	A/I
Experience	Essential	Desirable	Assessed
Working in a team in delivering a high performing front line service	Y		A/I

Ability to apply working knowledge of Allocation Scheme		Y	A/I/T
Working with RSLs		Y	A/I
Applying Good practice around decanting and moving under-occupiers		Y	A/I
Managing incentive schemes		Y	A/I
Skills	Essential	Desirable	Assessed
Excellent communication skills both orally and in writing.	Y		A/I/T
Ability to deal with a range of applicants within Equality Act	Y		A/I/T
Ability to create innovative solutions in relation to mobility and reducing the relet time		Y	A/I
Ability to create and analyse performance and budgetary, as well as other management information to ensure best value in the delivery of the service		Y	A/I
Ability to adapt quickly when priorities and targets change	Y		A/I
Qualifications	Essential	Desirable	Assessed
Maths and English GCSE grade C and above or equivalent	Y		C

A – Application form / CV

I – Interview

T – Test

C - Certificate