**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Housing Reviews Officer | **Grade**:  PO1 |
| **Section:**  Housing Services | **Directorate:**  Housing and Regeneration |
| **Responsible to following manager:**  Housing Reviews Manager | **Responsible for following staff:**  None |
| **Post Number/s:**  RWHHRO3 & RWHHR04 | **Last review date:**  2018 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement 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.

The Shared Staffing Arrangement 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**

* To report to the 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.
* 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.
* To work as part of team and to effectively manage a review caseload with full regard to the individuality of those cases.
* 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.
* 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.
* To comply with administrative procedures for the conduct of reviews including contributing to the ongoing improvement and development of those procedures
* To produce and maintain electronic records relation to the service and use the relevant IT systems to record and interrogate data.
* 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.
* To assist with complaints in accordance with the Corporate Complaints Procedure and other complex cases under investigation, conducting in depth assessments and preparing draft responses against the relevant frame work.
* 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.
* Attend meetings both within and outside the Council to promote the work of the Team and to provide advice relating to duties and responsibilities pertaining to Housing Legislation and tenancy matters.
* 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.
* To represent the Reviews Team at meetings/case conferences as appropriate and to participate in training as and when required.
* To carry out home visits which may or may not be in the borough.
* 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 the Boroughs of Wandsworth and Richmond.
* 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 the SSA’s policies, 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 role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

Regularly works after office hours to deal with emergencies e.g. security incidents, late bookings, sit ins (Refusal of client to leave the building).

**Team structure**

Housing Reviews Manager

Senior Housing Reviews Officer x 1

Housing Reviews Officer x 3

**Person Specification**

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| --- | --- |
| **Job Title: Housing Reviews Officer** | **Grade**: PO1 |
| **Section: Housing Services** | **Directorate:** Housing and Regeneration |
| **Responsible to: Housing Reviews Manager** | **Responsible for: N/A** |
| **Post Number/s:** RWHHRO2 | **Last Review Date: 2018** |

**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| |  |  | | --- | --- | | Detailed knowledge of relevant legislation across a number of disciplines. |  | | A/I/T |
|  |  |
| **Experience** | |
| Experience of housing needs assessment and the prevention of homelessness | A/I |
| Experience of decision making under the Housing Act 1996 as amended | A/I/T |
| **Skills** | |
| |  |  | | --- | --- | | Excellent communication skills, both orally and in writing. |  | |  |  | |  |  | |  | | |  | | | A/I |
| Problem solving in a fast paced environment | A/I |
| Ability to work effectively as part of a team | A/I |
| Ability to effectively manage a caseload of reviews, meeting continuously moving and competing deadlines and priorities | A/I |
| **Qualifications** | |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**