

Job Description and Person Specification

Housing Review Officer

Job Details	
Grade	6
Service	Housing and Homelessness
Location	One Friargate
Job Evaluation Code	A6108

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

As a Housing Review Officer, you will conduct statutory reviews under section 202 of the Housing Act 1996 related to accommodation suitability. The role involves handling allocations reviews under the Housing Act 1996. You will review decisions under Part VI and Part VII, including suitability of temporary accommodation offers. You will collaborate with external partners, service users, their representatives, and agencies to manage statutory review enquiries and appeals. This includes assessing decisions regarding the discharge of both main and interim housing duties.

Key Responsibilities and Accountabilities

Working collaboratively with Housing & homelessness teams to manage statutory reviews and appeals. Including decisions on discretionary accommodation and supporting legal services with s204 appeals and judicial reviews.

Monitoring review outcomes, analyse trends, and provide regular reports to management.

Receiving, acknowledging, and recording statutory reviews and elected member enquiries in prescribed formats.

Investigating complaints and statutory reviews, ensuring compliance with timescales and corporate policy.

Providing feedback on overturned decisions and share guidance on homelessness legislation with team members.

Responding to subject access requests and ombudsman complaints in line with statutory and data protection requirements.

Maintaining comprehensive expertise in legislation, statutory guidance, and case law related to housing while applying and sharing this specialised knowledge effectively.

Providing training to team members, council staff, stakeholders, and partners ensures knowledge dissemination and skill development across various groups.

Key Relationships			
External:	<p>Solicitors / legal representatives</p> <p>Police & Probation</p> <p>Citizen Housing & Housing Providers</p> <p>Commissioned and non-commissioned support services</p> <p>NHS services</p>	Internal:	<p>Adults services</p> <p>Children services</p> <p>Occupational health</p> <p>Legal Services</p> <p>Other local authority colleagues</p>

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> • carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines. • attending any training and undertake any development activities that are identified as mandatory/beneficial to their role. • any other duties and responsibilities within the range of the salary grade.

Responsible for
Staff managed by postholder: N/A

Person Specification	
Requirements	
Knowledge	Extensive understanding of housing legislation, including the Housing Act 1996 (Part VI), Homelessness Act 2002, Homelessness Reduction Act 2017. Also related guidance, codes, and case law.
Knowledge	Knowledge of the different housing options that are available to customers and how they are accessed.
Knowledge	Detailed knowledge of legal procedures in relation to s204 appeals and Judicial Review proceedings
Skills And Ability	Ability to communicate complex information clearly and concisely, both in writing and verbally, adapting style for different audiences and situations.
Skills And Ability	Negotiation skills to achieve appropriate case outcomes and decisions relating to reviews, complaints and enquiries.
Skills And Ability	To be able to use investigative and analytical skills to analyse and act on information, to use this to make clear, consistent decisions.
Skills And Ability	Highly organised with ability to plan, prioritise, and meet deadlines under pressure, while remaining flexible and adaptable to changing priorities
Skills And Ability	Have the ability to precisely and accurately record information and maintain up to date case records.
Skills And Ability	ICT skills in using standard software provided (word, excel, office) and skill in inputting and retrieving data accurately.
Skills And Ability	Proven skills and abilities in dealing with difficult situations and demanding customers.
Experience	Significant housing-related experience, including statutory reviews and multi-agency collaboration to achieve outcomes, while providing high quality customer service

Qualification	Degree level or equivalent experience
Special Requirements	N/A

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? Find out which DBS check is right for your employee - GOV.UK			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input checked="" type="checkbox"/>	Enhanced Check <input type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:	Debbie Dalton		
Job Title:	Housing and Homelessness Manager	Date:	25/11/2025