



Coventry City Council

Job Description

Job Title:	Choice Based Lettings Officer	Job Number:	A5661
Directorate:	People	Post Number:	
Service:	Housing & Homelessness	Grade:	4
Location:	Housing & Homelessness		

Job Purpose:

1. Work as part of a team to ensure at the Housing & Homelessness function delivers the organisational vision for service delivery
2. Respond to a range of administrative tasks
3. Assess priority applications in line with Coventry Homefinder
4. Engagement with customers to gather information to support decision making and services
5. Work to support Housing & Homelessness in the delivery of its statutory requirements
6. Carry out administrative tasks to support the day to day activities of Housing & Homelessness
7. Work as part of a team to achieve performance objectives
8. Undertake day to day duties to ensure business is effective and efficient as possible

Main Duties and Responsibilities:

1. Deliver excellent quality customer service

Through displaying integrity and role modelling of appropriate behaviours and practices setting an example for the team as a whole

Provide excellent customer service to the public and colleagues, taking ownership of general enquiries and ensuring where possible they are resolved at first contact

Promote the choice based lettings scheme so it is inclusive for all customers.

To provide a comprehensive general housing options service to customers and outside agencies requesting information on Choice Based Lettings and to liaise with key workers where appropriate so that customers are able to fully participate in the Choice Based Lettings Scheme to secure accommodation in an area of their choice.

To allocate Coventry City Council properties in accordance with the Council's Choice Based Lettings Scheme within agreed procedural timescales.

Following standard procedures, assess the circumstances of those people who have joined the Choice-based Lettings system and who consider that their circumstances warrant priority. Award priority where that is appropriate and issue decision letter.

Work alongside Occupational Therapist in order to assess circumstances of those who consider that their medical circumstances warrant priority

To effectively manage a caseload in line with policy time frames

To carry out administration and clerical duties in connection with the Choice-based Lettings system to enable the system to function effectively.

Resolve queries using appropriate systems and information at your disposal and applying personal judgment as required. Identify appropriate point at which to refer to the service for input or to escalate to the line manager.

Use appropriate systems to support services, inputting information, producing appropriate documentation to support services including; reports providing visibility of required key information, production of spreadsheets etc.

Maintain systems in an orderly manner; records archiving, filing etc.

Actively promote a positive, forward looking, results orientated and customer focused culture

Demonstrate personal commitment to delivering corporate messages and associated changes

Any other duties commensurate with the grade and responsibility level of this post.

2. Focus on performance

Adhere to appropriate routines to ensure that all elements of the service are delivered to achieve optimum performance

Identify and make recommendations for change to practices or issues that negatively affect the performance that is delivered to the customer

Work with team members to ensure appropriate prioritisation and distribution of activity to meet the most pressing needs of the supported service areas

Maintain a professional focus in delivering all aspects of customer service

3. Establish effective relationships

To support work with service managers to build, maintain and promote effective working relationships

Act as a point of contact and support for service requests in the absence of the team manager ensuring that they are briefed/made aware of any requests made in their absence

Engage with peers to deliver excellent service

Offer support, guidance and positive engagement to all members of the team irrespective of roles and responsibilities

Work with organisations across a variety of mediums to support the delivery of Housing & Homelessness statutory requirements.

4. Maintain a focus on change and continuous improvement

Provide feedback on service delivery to the organisation to help facilitate change

See mistakes as an opportunity to learn and make progress at a business and individual level

Demonstrate self-awareness in understand own strengths & weaknesses and explore opportunities with corporate training and quality coaching to learn and improve

Attend training courses for professional development

Provide support, guidance and training to other team members where required

5. Support the Housing & Homelessness agenda across the organisation

Take a customer and organisational view in considering new initiatives

Support in the implementation of strategies to enable organisational change

Engage where appropriate in corporate initiatives and projects to ensure that customers are at the heart of organisational thinking

Engage positively with customers where appropriate to facilitate the best outcome possible acknowledging organisational constraints where they exist

Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: N/A

Responsible to: Senior Housing Officer

Date Reviewed: September 2020

Updated:

Core Behaviours		Level	
Being adaptable	Responding flexibly to circumstances and being prepared to adapt your approach in a rapidly changing environment	1 – open to change	<ul style="list-style-type: none"> • Has a can do attitude and is willing to give things a go • Makes the best of new situations • Understands and is open minded to others points of view
Customer service	Focusing relentlessly on the customer experience and ensuring that the services provided are responsive to internal and external customer needs	1 – takes responsibility for understanding customer needs and following through to ensure that services meet these	<ul style="list-style-type: none"> • Takes time to listen and understand customer needs so that they can provide the best solutions • Follows through on customer enquiries and requests even when these are beyond their service area • Acts on customer feedback, taking responsibility for correcting problems
Always improving	Taking accountability for driving excellence and delivering results; applying a continual focus on improvement within the context of increasing efficiency and improving productivity	1 – Focuses on delivering outcomes	<ul style="list-style-type: none"> • Takes initiative and clear ownership of issues doing what is necessary to deliver the results, e.g. even when this means going above and beyond job descriptions • Checks approach against standards or outcomes to ensure they are on track • Overcomes obstacles and persistently focuses on results
Working together	Working together across teams, services and organisational boundaries	1 – Is respectful & responsive to colleagues	<ul style="list-style-type: none"> • Understands the implications of their actions on other areas of the Council

	to deliver services for the citizens of Coventry		<ul style="list-style-type: none"> Works constructively with colleagues across the organisation and its partners e.g. shares information or provides help when requested
Additional Behaviours			
Building Support	Convincing others, communicating with impact, and skilfully influencing to build support for change	1 - Communicates clearly using facts	<ul style="list-style-type: none"> Considers what will appeal/make sense to the particular audience, e.g. considers others interests, cultural differences etc. Prepares for others' likely reactions in deciding how to present or communicate most effectively
Understanding how we work	Analysing and understanding the cultural, political and stakeholder context in which you are operating in order to decide on the best approach to getting things done	1 - Understands how decisions are made and where to find the information they need to get the job done	<ul style="list-style-type: none"> Understands the formal structures of the organisation Knows where to find relevant policies & procedures and understands them Knows who to contact to better understand issues/problems or decisions and seeks them out



Coventry City Council

Person Specification

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Directorate:	People	Post Number:	
Service:	Housing and Homelessness	Grade:	4
Location:	Customer Service Centre		

Area	Description
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Knowledge:	An awareness of and a commitment to customer care
	Working in an administrative environment
	Communication skills to be able to establish effective working relationships within the team, with customers and other organisations
	Knowledge of equal opportunities and diversity in relation to good customer care
	Knowledge of IT packages and systems to present documents in the most appropriate format

Skills and Abilities:	Ability to drive high standards in relation to customer services
	Build effective relationships and resolve conflict
	Supportive and empathetic with colleagues and customers
	Proven good verbal communications skills
	Able to perform administrative duties
	Able to build collaborative relationships with service areas
	Self-management skills, to enable workload organisation, prioritisation and implementation within a team setting and with minimum supervision
	A systematic, methodical and accurate approach to work
	Ability to maintain confidentiality of information
	Ability to support, guide and train team members
	Ability to use systems to support services
	Ability to resolve queries using personal judgement or know when to seek advice
Ability to write concise and accurate case notes, decision letters and correspondence	

Experience	Evidence of personal development
	Working in a housing environment

	Of a wide range of administrative work
	Of working a customer service environment
	Of producing high quality work using various IT packages to support services in areas such as spreadsheets, report writing etc

Educational:	Relevant experience
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Special Requirements:	
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Date Reviewed: September 2020

Updated: