

Job Description and Person Specification

Housing Review Coordinator

Job Details	
Grade	5
Service	Housing and Homelessness
Location	Friargate
Job Evaluation Code	A6316

Coventry City Council Values
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: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

To coordinate the housing review and complaints process, ensuring fair, timely, and compliant handling of cases in line with statutory legislation and Council policies and procedures. The role involves managing caseloads, resolving enquiries from diverse stakeholders, and delivering excellent customer service to individuals with housing needs.

The postholder will act as a key point of contact for complaints and reviews, using strong communication, negotiation, and problem-solving skills to achieve resolutions, while maintaining accurate records and producing high-quality documentation. They will also ensure adherence to data protection, equality, and diversity principles, and support continuous improvement in service delivery.

Key Responsibilities and Accountabilities

Investigating and responding to stage 1 complaints for the Housing & Homeless service. Seeking to resolve queries and record the information in a prescribed format and within specified timescales and in line with the corporate policy.

Undertake data input and document production using the range of systems in use within the organisation including reports and minutes.

Maintaining computerised systems and spreadsheets in an orderly manner; supporting the capture, quality assurance, analysis, presentation and reporting of management data. Including performance intelligence relating to complaints and representations. Ensuring that information is kept up to date; creating databases and spreadsheets as appropriate and provision of information and reports as required.

Producing written correspondence on behalf of others and undertake notetaking as appropriate.

Receiving requests for reviews, acknowledging, responding and recording information in a prescribed format.

Working co-operatively and professionally with other Council staff, voluntary bodies, statutory agencies and other organisations who have an input into complaints or the statutory reviews undertaken.

Carrying out Subject Access Requests efficiently and in a timely manner

Undertaking investigations and enquiries into statutory housing and homeless reviews (both part 6 and part 7 of the housing act 1996)

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

Key Relationships

External:	Residents/customers Commissioned and non-commissioned services NHS Probation Local Government and Social Care Ombudsman	Internal:	Housing and Homelessness Teams Adult Social care Children services Safer Housing and Communities
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Standard Information

Post holders will be accountable for

- 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

N/A

Person Specification	
Requirements	
Knowledge	Good understanding of Housing Act 1996, Homelessness Act 2002, Homelessness Reduction Act 2017 and other related legislation
Knowledge	Good understanding of the different housing options that are available to customers and how they are accessed
Knowledge	Knowledge of the statutory guidance and policies in relation to complaints and representations in local government
Knowledge	Knowledge of Equality, Diversity, and Inclusion principles and data protection requirements
Skills And Ability	Ability to plan, prioritise, and organise own and others' workload effectively. Working collaboratively with colleagues and external stakeholders to negotiate resolutions and maintain systems under pressure.
Skills And Ability	Excellent communication and interpersonal skills, including written and verbal, with ability to produce reasoned arguments and offer constructive feedback.
Skills And Ability	ICT skills in using standard software provided (word; excel; Office etc) and skills in inputting and retrieving data accurately to the teams ICT systems
Skills And Ability	Strong team-working skills and ability to negotiate resolutions with colleagues and external stakeholders
Skills and ability	Ability to manage caseloads and resolving enquiries from a wide range of stakeholders, including Councillors and MPs, while meeting deadlines and maintaining service quality
Experience	Experience in customer service roles, including working with customers with housing needs and handling complaints, demonstrating ability to manage challenging situations and de-escalate conflict effectively
Experience	Proficient in using and maintaining IT systems (MS Teams, Word, Excel) and producing high-quality documentation such as letters, reports, and presentations
Qualification	Demonstrate, through either formal or informal methods, a commitment to continued personal and professional development
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 ☒	Standard Check ☐	Enhanced Check ☐	Enhanced + barred list check ☐

Declaration			
Reviewed/Created By:	Debbie Dalton		
Job Title:	Housing and Homelessness Manager	Date:	30/10/2025