

Job Description

Job Title	Housing Support Officer
Directorate	Neighbourhoods and Housing
Service Area	Housing
Grade	5
Competency Level	1
Salary	£32,046 - £36,581
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A10427

Job Purpose

Provide a comprehensive range of office, management support and customer service functions within the housing directorate.

Directly Responsible For:

Not applicable

Directly Responsible To:

Property Pool Plus Team Leader

Main Areas of Responsibility:

- Manage shared inboxes for Property Pool Plus and Housing Solutions, responding to enquiries promptly, ensuring timely and accurate communication, and allocating or escalating queries to the appropriate teams where required
- Maintain and update the housing allocations system database ensuring accurate data management and compliance with the Sub Regional Housing Allocations Policy
- Deliver a customer focused service, ensuring processes are accessible and inclusive, and that appropriate support is provided to vulnerable residents.
- Assess, review, and process housing applications, verifying supporting documentation and providing appropriate guidance to service users to progress their applications in line with the Sub-Regional Housing Allocations Policy and relevant housing legislation
- Provide clear, detailed and accurate responses to customer enquiries regarding housing application decisions, explaining how outcomes were determined in line with housing allocations policies and housing regulations
- Provide clear, accurate policy guidance and deliver training to administrative staff, ensuring housing applications are processed consistently in line with the Sub Regional Housing Allocations Policy
- Act on behalf of service managers to respond to enquiries, manage key tasks, and contribute to projects that support the efficient and effective delivery of the service
- Support managers on a range of housing-related projects by undertaking research and analysing data, producing clear and meaningful reports to inform decision-making

- Assist with the coordination and analysis of data collection and investigate data inaccuracies as and when required
- Arrange and coordinate meetings for senior managers, including preparing agendas and taking and distributing accurate action notes
- Ensure team services are delivered in a timely, accurate and efficient manner, contributing to the achievement of business targets and value for money objectives.
- Effectively manage and respond to urgent or unexpected deadlines set out by senior managers, ensuring timely resolution.
- Take ownership of issues as they arise, using initiative and sound judgement to interpret procedures and implement appropriate solutions.
- Engage in ongoing training and professional development, utilising learning opportunities to enhance skills, improve performance, and support service priorities at corporate, directorate and team levels
- Actively contribute to a collaborative, inclusive, and professional team environment that promotes high standards of service delivery

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- Extended periods of sitting and computer use

Corporate Responsibility:

- Contribute to the delivery of the Council Plan and Housing strategies
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- Ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills

required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values

The post holder will be required to demonstrate the ability to perform at the following competency level **1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- NVQ Level 3 in Business Administration/relevant discipline or equivalent (A)
- 5 GCSE's (or equivalent) grades A-C / 9-4, or substantial experience in a similar role (A)

Experience

Essential

- Providing administrative/business support in a busy service/customer environment (A/I)
- Dealing with / managing contacts and referrals to/from different services/agencies (A/I)
- Practical experience using a housing allocations system (A/I)
- Using and maintaining a range of case management / other office-based systems (A/I)
- Experience and understanding of housing and / or homelessness issues (A/I)
- Experience of delivering excellent customer service in a face to face or remote setting (A/I)
- Familiarity with the Council's Allocations Scheme and related legislation (A/I)

Desirable

- Financial procedures including ordering, income and budget monitoring
- Producing statistical information for service/management reports
- Dealing with/monitoring Have Your Say and Freedom of Information requests
- An understanding of quality assurance systems

Skills/Abilities

Essential

- Excellent customer care skills/ability to deal with issues in a confidential manner (A/I)
- Excellent ICT skills and ability in using Microsoft Office suite, web-based systems and printing/scanning equipment (A/I)
- Ability to achieve high standards in quality and accuracy (A/I)

Desirable

- Excellent time management and organisational skills
- Able to work flexibly in a demanding service environment
- Ability to demonstrate a high degree of initiative and self-motivation

Commitment

Essential

- Empathy, patience, and resilience when dealing with vulnerable individuals in crisis (A/I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A/I)

- High degree of professionalism and integrity (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council