Thank you for your interest in a role at South Holland District Council. Within this job pack you will find the following information:

- Job Description
- Person Specification
- Brief Outline of Conditions of Service

Please use the application form to provide us with full details of your experience and qualifications to tell us how well you match the person specification and job description.

If you would like to apply for this vacancy, please e-mail your completed application form to jobs@cpbs.com or send the completed application form to:

Human Resources
Council Offices
Priory Road
Spalding
Lincs
PE11 2XE

All application forms must arrive with Human Resources by 5 pm on the closing date.

If you have any queries or would like further information, please do not hesitate to contact us on the e-mail address above.

Every interview will be conducted on a competency basis, structured around the relevant behaviours as documented in the People Plan and requirements of the roles for which you have applied for.

To see all the benefits of working for SHDC please see the ‘Working for South Holland District Council’ section on the SHDC website.
JOB DESCRIPTION

POST TITLE AND NUMBER
Allocations & Lettings Officer

SERVICE UNIT
Housing

TEAM
Available Homes

GRADE
E

RESPONSIBLE TO
Available Homes Team Leader

RESPONSIBLE FOR
N/A

JOB PURPOSE

The job exists to proactively address housing need by allocating and letting Council owned properties and nominating both general and sheltered needs applicants for homes owned by other partners organisations including RSLs, Broadgate Homes and Welland Homes. The post will support the Available Homes Team Leader working in conjunction with both the Housing Options Manager and the Housing Services Manager with an emphasis on providing good customer service, sustaining tenancies, maximising income and achieving greater service efficiencies.

KEY ACTIVITY

1. Provide effective and efficient management of property allocations and arrange lettings and property sign ups in conjunction with Housing Options and Housing Services patch based housing management services for tenants of the Council’s housing, leaseholders and dwellings managed by the Housing Services Team on behalf of others.

2. Act at all times as a team member in a wider fully integrated housing service within the Place Directorate focused on customer service and the ongoing service and digital transformation as the Council strives for excellence.

3. Act as an integral part of the Available Homes Team and focus on ensuring efficient allocation of council properties and fulfilling nomination agreements with housing associations and RSL’s.

4. Deliver a supportive and customer focused service, advising customers and responding to queries concerning housing allocations. Managing and answering incoming enquiries, voids, applications, allocations, under occupancy and mutual exchanges.

5. To provide guidance and demonstrate a clear understanding of the Council’s Allocation Policy.
6. Operate and contribute to the further development of the Council’s Northgate’s system with an understanding of the issues faced by those in housing need.

7. To work closely with applicants and tenants to process new applications, conduct pre-tenancy interviews, and check applications including eligibility for re-housing.

8. To work in promoting options for tenants to move or downsize to smaller properties and to support them along with Housing Neighbourhood Officers with their move.

9. Provide admin support to the Available Homes Team Leader carrying out a range of duties to include the preparation of documents relating to offers and new tenancies.

10. Work closely with the Housing Options Advisors build positive relationships both across the wider Housing team and with external partner organisations.

11. Interpret and advise on relevant safeguarding legislation and ensure it is implemented within the Housing Services team with the ability to identify those customers who need additional support and understand the appropriate thresholds and processes for referrals to support services e.g. TAC, MARAC, Victim Support, P3, Early Help.

12. Support the Available Homes Team Leader and Housing Options Manager in the prompt collation of statistical data in a timely manner for the reporting of key performance indicators and service standards in relation to the Housing Service.

13. Ensure that all Customer information is accurate and up to date.

14. Whilst thinking commercially, support the Available Homes Team Leader in delivering the Council’s corporate target of reducing turnaround time of void properties.

15. To work flexibly and with innovative forward thinking to personally identify and proactively prevent or resolve issues through timely and considered interventions.

16. Actively collaboratively engage with other Council departments and external agencies on matters relating to the postholder’s duties whilst understanding the functions and role of each department that interfaces with Housing.

17. Represent the Council on external bodies as determined by the Housing Services Manager or Housing Landlord Services Manager.

18. Maintain a detailed understanding of all technical legislation, best practice and contribute to the Council’s policies relating to the postholder’s area of work.
19. Provide advice and ensure tenants comply with legislation and the Council’s policies in respect of mutual exchanges, assignments and successions.

20. Contribute to and help promote positive communication across the organisation, constructive relationships and staff feedback methods.

21. Comply with the Council’s Constitution and policies.

22. Perform any other relevant activities decided by the Available Homes Team Leader or Housing Options Manager.

23. Support the Manager by providing information for inclusion in reports for members, Senior Management Team and partner working groups to consider on issues relating to the functional team.

24. Contribute to the performance of the Team through the business planning, performance review and team meeting processes.

25. Support the Manager in making sure the functional team offers a customer focused service and strives to be innovative in its search for continuous improvement.

26. Contribute to and help promote positive communication across the organisation, constructive relationships and effective staff feedback methods.

27. Support the Manager in identifying, assessing and managing potential risks involved in work activities and processes.

28. Keep confidential, and do not share inappropriately with colleagues or third parties any information on matters and circumstances which is sensitive and could be damaging to the authority’s reputation or business.

29. Contribute to, and where required, manage and lead the delivery of projects.

30. Support the Manager in recording and using information in accordance with Council procedures and legal requirements i.e. Data Protection.

31. Support the Manager in ensuring that data is collected on time, is robust, accurate and complete, and is supported by fully auditable procedures that can withstand scrutiny by external audit.

32. Process information using corporate office systems including, but not limited to, Sharepoint, Word, Excel, Powerpoint, Outlook and charting software.

33. Attend meetings as required (you will need to be flexible in working hours).
34. Comply with the Council’s Constitution and policies.

35. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder with the exception of those required at such a time when the Emergency or Business Continuity Plan is invoked during a genuine emergency situation where staff may be required to undertake work outside of their normal duties and working hours without prior consultation.

All the Council's staff have the activities highlighted in bold included in their job descriptions.

This job description was amended in May 2017 by the Housing Landlord Services Manager.

South Holland District Council has a Smoke-Free Policy. Smoking is not permitted in any of the Council's premises or Council owned / leased vehicles.
## PERSON SPECIFICATION

**POST TITLE AND NUMBER**
Allocations and Lettings Officer

**SERVICE UNIT**
Housing

**TEAM**
Housing Services

**GRADE**
E

<table>
<thead>
<tr>
<th>Education &amp; Training</th>
<th>Essential</th>
<th>Match (✓/✗)</th>
<th>Desirable</th>
<th>Match (✓/✗)</th>
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<tbody>
<tr>
<td>Three years operational experience of working in the housing sector.</td>
<td>✓</td>
<td>a) GCSE at Grade C or above (or equivalent) in English Language and Maths</td>
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<td></td>
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<td>b) HNC/HND in Housing Studies</td>
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<tr>
<th>Relevant Experience</th>
<th>Essential</th>
<th>Match (✓/✗)</th>
<th>Desirable</th>
<th>Match (✓/✗)</th>
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<tbody>
<tr>
<td>a) Experience of working in a general needs or sheltered housing management team</td>
<td>✓</td>
<td>a) Experience of allocating and letting properties</td>
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<td>b) Experience of working in a busy customer service focused environment</td>
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<td>b) Experience of working with and supporting the needs of vulnerable people</td>
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<tr>
<th>Knowledge</th>
<th>Essential</th>
<th>Match (✓/✗)</th>
<th>Desirable</th>
<th>Match (✓/✗)</th>
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<tbody>
<tr>
<td>a) An understanding of housing management</td>
<td>✓</td>
<td>a) An understanding of legislation and current issues within the housing</td>
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</table>
issues related to sustainable allocations and lettings.

b) A working knowledge of the Northgate Housing Management System

c) Working knowledge of a wide range of Microsoft Office packages

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<tr>
<th>Essential</th>
<th>Match (✓/✗)</th>
<th>Desirable</th>
<th>Match (✓/✗)</th>
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<tbody>
<tr>
<td>Skills &amp; Abilities</td>
<td>a) Excellent customer service and communication skills, able to adapt approaches and techniques depending on the audience</td>
<td>a) Practical financial awareness</td>
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<td>b) Able to develop effective working relationships with team members, other departments and key agencies</td>
<td>b) Formal interviewing skills</td>
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<td>c) Excellent listening,</td>
<td>c) Capacity to understand and apply unfamiliar areas of law</td>
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<td>d) Excellent report and letter writing skills</td>
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<td>Competencies</td>
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<tr>
<td>written and verbal communication skills</td>
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<td>a) Leading with impact</td>
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<td>b) Excellent organisation skills with the ability to plan and organise own workload to meet deadlines despite competing deadlines and pressures.</td>
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<td>c) Excellent negotiation skills</td>
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<td>d) Excellent organisation skills with the ability to plan and organise own workload to meet deadlines despite competing deadlines and pressures.</td>
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<td>e) Excellent negotiation skills</td>
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<td>f) Excellent mediation skills</td>
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<td>g) Competent in dealing with angry, demanding and/or aggressive people</td>
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<td>h) Ability to deal with people on a compassionate level</td>
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<tr>
<td>i) Ability to be assertive and fair with customers</td>
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<td>(see the document titled 'People Plan' which describes)</td>
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<td>these competencies in more detail</td>
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<tr>
<td>b) Innovative and forward thinker</td>
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<td>c) Collaborative partner</td>
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<td>d) Commercial awareness</td>
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<td>e) Effective communicator</td>
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<td>f) Delivering excellence</td>
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<tr>
<th>Essential</th>
<th>Match (√/×)</th>
<th>Desirable</th>
<th>Match (√/×)</th>
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<tr>
<td>Other Attributes</td>
<td>a) A flexible, proactive approach and commitment to achieving results</td>
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<td></td>
<td>b) Possession of a full driving license and permitted to drive in the UK</td>
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*This person specification was reviewed in May 2017 by the Housing Services Landlord Manager*
**Brief Outline of Conditions of Service**

**Salary**

Salary progression is by increments on 1st April each year until the top of the grade is reached. Employees with less than six months service on 1st April will receive their first increment six months after their appointment/promotion.

**Probation**

Employees that are new to local government will be appointed on a six months probationary period. The Council may not insist on this requirement and agree a shorter probationary period, or may extend it, with the agreement of the employee.

**Hours of Work**

A flexi-time scheme exists to allow all permanent and temporary employees where possible, the opportunity to adjust their hours more closely to their individual needs.

Employees are generally required to be in their place of work during 'core time' which is between 10.00 am to 12.00 noon and 2.00 pm to 4.00 pm.

During a four week accounting period, full time employees can go up to an extra 10 hours by working more than the standard 37 hour week. Part-time employees can build up a proportional amount. Alternatively, employees can also 'owe' time, by not working their contracted hours in a four week accounting period.

Employees can take up to one standard day (or 2 half days) off per four week accounting period. A maximum of 13 standard days can be taken as 'flexitime' in each leave year, April - March.

Our office opening hours are currently being reviewed. At the moment, the office opening hours are:

- Monday to Thursday 8.30am – 5.15pm
- Friday 8.30am – 4.45pm.

**Leave**

Annual leave entitlement is 4.8 working weeks increasing to 5.6 working weeks after 5 years continuous local government service. There is also a pro-rata entitlement to the 8 bank holidays.

**Holiday Purchase Scheme**

Holiday Purchase is a scheme designed to allow employees to ‘buy’ additional annual leave. Employees (full-time and part-time) are able to request to purchase up to 2 working weeks additional annual leave. The annual leave can be taken in blocks or as individual days.

The cost of the additional leave can be deducted from the employee’s salary for the month that the leave is requested and taken or can be spread over the year.
Applications must be made by 1 January for the following leave year which starts in April.

Payment of Salaries

Salaries will be paid on a calendar monthly basis no later than the 23rd of each month. Payment of salary will be made by direct credit of net pay to a Bank or Building Society account specified by the employee.

Pension Scheme

All employees may join the scheme provided that:

i) they are medically fit; and
ii) they are under the age of 75

Employees pay a basic contribution of 5.5% to 7.5% of their salary (depending on their salary level). The employer pays a contribution of 16.7%.

Childcare vouchers

Childcare voucher schemes are a government led initiative designed to support working parents with their childcare costs. The childcare voucher scheme allows employees to exchange a portion of their salary for vouchers. These vouchers are then used to pay a childcare provider. By doing this employees save money as no Income tax or National Insurance is payable on the part of the salary taken in vouchers.

Essential user

An essential user is an employee whose duties require them to have a car at their disposal at all times and will travel 2,000 miles or more a year on council business. They will have an automatic right to loan facilities and free parking at Priory Road Offices.

Employees who travel less than 2,000 but more than 1,000 miles a year may also be given essential user status. This would be at the discretion of the Corporate Director, based on:

- the regularity of use;
- the need to travel to different locations; and
- the nature of use, e.g. on-call.