

Wirral Council: Job Role Descriptor

Job Role:	Property Pool Plus Advisor
Service:	Regeneration and Place Directorate – Housing – Property Pool Plus Team
Reports to:	Property Pool Plus Manager
No. of Subordinates:	0
HR USE ONLY	
Job Role Ref:	Regulation
Job Family:	REG0005G
Grade:	Band F

JOB ROLE PURPOSE

The role will involve maintaining an up to date register of eligible, correctly banded applicants for social housing. This will also involve assisting landlords and applicants so that social housing in Wirral is advertised and let efficiently through Choice Based Lettings in accordance with the allocations policy. In turn this will provide an efficient and strong customer service to our residents.

KEY TASKS

1. Assess new and amended applications to Property Pool Plus Wirral against the Allocations Scheme and validate, activate and re-band applications on the register to the correct band according to the Allocations Policy.
2. Make all the necessary checks in accordance with the Allocation Policy in relation to support needs assessment, eligibility, exclusion and reduced preference.
3. Investigate and make recommendations for applicants to be made non-qualifying or placed in a reduced preference band.
4. Assess the suitability of housing conditions and determine applicants' need for rehousing including carrying out home visits and liaising with staff from other departments, landlords and external agencies about these needs where appropriate.
5. Attend meetings with other professionals e.g Social Workers in order to discuss individual cases to meet housing need.
6. Identify applicants potentially requiring accommodation with disabled adaptations e.g. level access showers, to ensure appropriate priority is afforded in the short listing process for property vacancies which are already adapted.

7. Identify discrepancies, anomalies and cases which fall outside the policy, and report these to the Manager to inform future development of the policy.
8. Provide advice and assistance to applicants, and advise staff from other departments, partner housing association and agencies about applications and options for housing.
9. Promote access to housing through PPP at external events.
10. Liaise with members of the Housing Options team regarding the Wirral housing market and housing options for individual applicants.
11. Identify vulnerable applicants such as older people, younger people and people with disabilities who may have difficulty accessing the Property Pool Plus system, and provide targeted support and assistance to enable suitable housing. This will include identifying applicants not bidding for property and taking positive steps to identify vulnerable applicants and supporting them to bid.
12. Assist the Operations Officer in ensuring adverts placed by partner landlords meet the required quality standards and are placed in accordance with the allocations policy and weekly letting cycle. Liaise with staff from partner landlords to ensure that these standards are maintained, and that best use is made of the Abritas system in accordance with the allocations policy.
13. In the absence of the Senior Advisor, undertake the tasks relating to the production of the PPP advert.
14. Work within Council and Departmental policies and procedures relating to equal opportunities, customer service, data protection, health & safety, environmental protection and service operation.

KEY RESPONSIBILITIES

People

Communicate effectively with service users and other professionals from a wide range of voluntary and statutory agencies.

Undertake assessments of housing need and communicate outcomes effectively both in writing and verbally, as required.

Able to deal in a professional manner with service users who may be discontent with the outcome of a decision, with the ability to provide detailed explanations and alternative solutions, and knowing when appropriate to escalate to a more senior officer.

Build positive working relationships with a variety of individuals including Property Pool Plus Team members, service users, colleagues in other Council Services, external partners, and non-partner agencies.

Be an active participant in the team and the overall service, working as a team player and assisting in the development of the service, which may include attendance at events to represent the service.

Establish and maintain excellent communication and effective working relationships with individuals across Housing Services, and the wider work force.

Share knowledge and best practice, and highlight any issues arising to promote an effective and consistent approach to the management of the housing register.

Promote the well being of Wirral residents by providing expertise in working to meet local needs in terms of accessing good quality affordable housing and tackling homelessness.

Financial

Ensure the appropriate and effective use of resources.

Contribute towards providing an effective and efficient service, representing value for money, to Registered Provider Landlords who make a financial contribution towards the cost of running the service.

Accurately record all required information directly into the agreed case management system within agreed timescales to support the collection and analysis of performance data.

Strategic

Participate in achieving service performance targets and outcomes.

Work in accordance with Wirral's policies and procedures including the data protection act, appropriate statutory legislation, regulations and guidance, with particular reference to the Housing Allocations policy and statutory guidance.

Participate in the implementation of service change in line with changes to legislation, policy and procedure, and emerging initiatives.

Participate in discussion and suggest changes to service delivery to promote best practice and delivery of an excellent housing allocations service.

Highlight to management any cases which fall outside the scope of the Property Pool Plus Policy to inform future development of the policy.

Ensure compliance with organisational policy and procedure, regulatory and legislative frameworks.

Resources

Ensure that accommodation available through the Property Pool Plus Scheme is allocated to those most in need in line with the Council's allocations policy, by ensuring that the policy is applied accurately and consistently.

Ensure data recorded within the Property Pool Plus IT system is accurate and up to date.

Planning and Organising

Manage, plan and organise own case load to ensure key tasks are completed within appropriate time scales, hi-lighting any issues to management.

Seek advice and guidance from more senior staff in relation to complex cases and escalate where appropriate.

Ensure that appropriate deadlines are met, and that due consideration is taken of performance indicators and service level agreements.

Adopt a flexible approach to meet changing priorities.

Work as part of the team to ensure that key performance outcomes for the team, the Service and Council are achieved.

Decision Making

Carry out work within agreed policies, procedures, and governing legislation. In particular making decisions on eligibility, qualification and level of priority, for application for rehousing via the Property Pool Plus allocations scheme.

Work under own initiative and as part of a team using initiative and supporting others where appropriate, and understand when to seek advice from managers.

Escalate Housing Register cases as appropriate for review under the Property Pool Plus review process.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

Knowledge & Skills:

- Excellent verbal and written communication skills.
- Excellent IT skills.
- Ability to work under pressure.

Experience:

- Work within a housing or housing/welfare related field.
- Experience of dealing with the public.
- Experience of using Information Technology Systems.
- Experience of dealing with a variety of agencies.
- Experience of meeting tight deadlines and schedules.

Desirable Criteria

Knowledge & Skills:

- Knowledge of policies and procedures in relation to accessing Housing.
- Ability to work on own initiative and within team.
- Knowledge of Equalities and Data Protection Issues.
- Excellent customer service ethos.
- Excellent Time Management Skills.

Experience:

- Experience of working with vulnerable people.
- Experience of working within a busy and demanding environment.

ADDITIONAL WORK ELEMENTS

Ability to travel within the Borough in order to carry out visits and/or attend meetings as required.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

Signed Head of Service:

Date: