

# Housing Access Officer – Grade 5/6

## Job purpose

As a Housing Access Officer (HAO) you will have a designated team manager to lead the overall team providing direction, support and development opportunities as well as providing day to day support and management of performance and workloads.

As a Housing Access Officer you will provide customers with appropriate advice and information promptly and professionally. You will manage enquiries from customers across different housing tenures (private tenants and landlords, home owners and social housing tenants) and those without accommodation.

You will be required to make initial assessments of housing register applications on low level housing needs and refer appropriate cases to specialist officers.

In addition to providing appropriate solutions, you will be expected to provide a triage service by assessing and referring customers to colleagues or partners as appropriate. You will liaise and communicate with a range of internal services and other partner agencies such as Homes and Neighbourhoods, Citizens Advice Bureau and Customer and Exchequer Services.

As a HAO you will have an awareness of a range of legislation and policies relating to property conditions, tenancies and homelessness as well as an awareness of welfare entitlements.

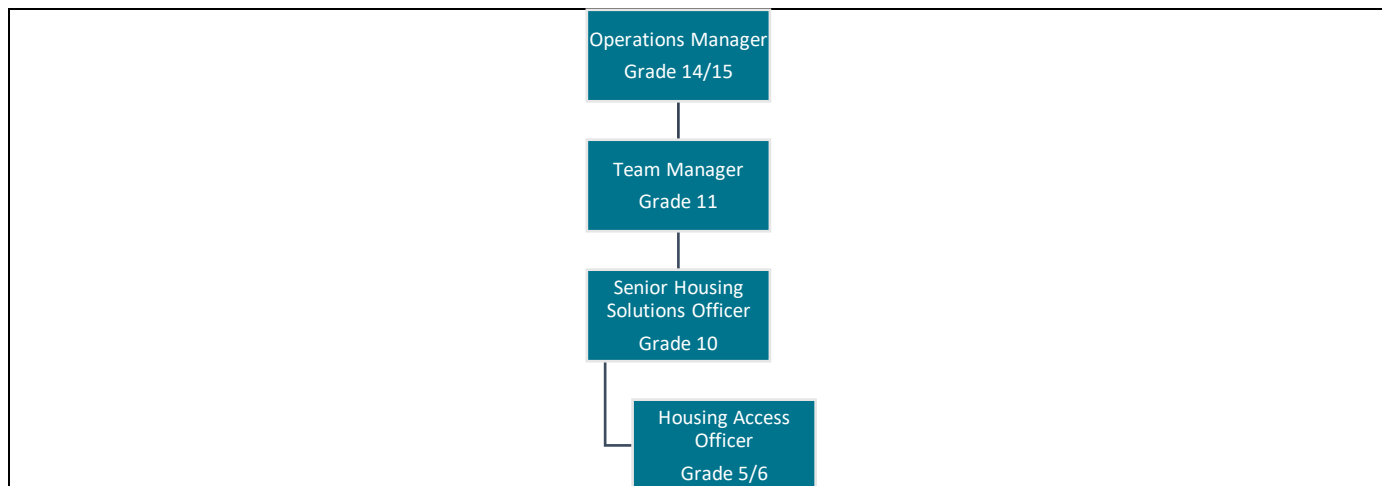
You will be involved in the accurate collation and input of data and the production of management, financial and performance information. You will carry out the necessary checking, recording, registration and monitoring of enquiries, complaints and applications in accordance with relevant procedures. As a HAO you will maintain records and statistics to enable effective monitoring and forward planning utilising appropriate IT systems. You will prepare and dispatch relevant communications such as HMO Licenses, Accreditation applications, regeneration/energy scheme agreements, customer satisfaction surveys and housing register applications.

This role is based within Housing Solutions. Find out more about [working for Kirklees](#).

## Key areas of responsibility

- Customers receive an excellent service and are dealt with efficiently and appropriately through the provision of a high quality service.
- Customers are assisted, supported and signposted appropriately in a timely and efficient manner.
- Initial enquires are dealt with effectively and escalated where appropriate.
- Customer databases are updated and accurately maintained.
- Effective communication and contact is maintained with housing providers

## Position of job in organisational structure



## Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
An awareness of Housing issues.	Essential
Basic understanding of Housing issues.	Desirable
An awareness of a range of legislation and policies relating to property conditions, tenancies, and homelessness as well as an awareness of welfare entitlements.	Essential
An understanding of a range of legislation and policies relating to property conditions, tenancies and homelessness as well as an understanding of welfare entitlements.	Desirable
Ability to provide general advice and guidance to customers in regard to services which have a direct impact on their wellbeing.	Essential
Ability to provide general advice and guidance to customers on complex issues in regard to services which have a direct impact on their wellbeing.	Desirable
Ability to deal calmly with distressed customers both on the phone and face to face.	Essential
Proficient in using a variety of software packages, e.g. Word and Excel	Essential
Proficient in maintaining databases.	Essential
Numeracy skills to process financial information.	Essential

Literacy skills to be able to produce a variety of letters, emails and other written communication.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential

## Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).  
DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

## For Office Use Only:

Job Category	Housing Services	Grading ID	63050 / 63060
Job ID	80100681	Last Updated	September 2020
Job Focus	No	Career Progression	Yes

## Contractual Variants

DBS Category	Adult	DBS Type	Enhanced + Barred
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No

Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR			