

Housing Solutions Officer – Grade 7 – 9 (subject to progression)

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

The Housing Solutions Service offers a comprehensive housing options service to people in housing need. We focus on working with people to develop plans that support them to keep or find a good quality, affordable home and to prevent and relieve homelessness. As a Housing Solutions Officer you will be responsible for liaising directly with customers and working in partnership to provide creative and innovative solutions to help customers resolve their housing needs and problems.

This role is based within Housing Services in Growth and Housing. Find out more about [working for Kirklees](#).

The Job

The Housing Solutions Service (HSS) plays a significant role in contributing to the Council's strategic housing vision.

The HSS offers a comprehensive cross tenure housing options service to people in housing need. The service's main focus is on assisting people to find, keep, maintain and live independently in quality, affordable homes. The service adopts a person centred, creative early intervention prevention approach to solving housing problems, only turning to compliance as a last resort.

The service aims to provide customers with a flexible, responsive, efficient and value for money service which includes:-

- Access to housing information and guidance
- Advice on a range of housing options
- Assessment of housing need including the prevention of and assessment of homelessness
- Information and advice to private sector landlords and tenants and some home owners
- Housing related support to enable vulnerable people to maintain their accommodation

As Housing Solutions Officer you will work directly with customers face to face and over the phone to identify and assess their housing needs, provide information, advice and support, and develop a range of solutions to help customers resolve their housing needs and problems. This will require working closely in partnership with a range of internal and external agencies.

Job Checklist

Working under the direction of a designated team manager, the job includes:-

- Working directly with customers to provide creative and innovative housing solutions
- Taking a proactive approach that builds on what the customer can do for themselves, that is asset based rather than a deficit approach
- Establishing and maintaining a wide range of positive working relationships
- Utilising skills in mediation, negotiation and communication to achieve satisfactory outcomes
- Using knowledge of a range of housing related legislation and/or issues relating to providing support, in order to access or maintain a tenancy
- Providing written communication to customers and others, and maintaining accurate and timely computerised case records
- Contributing proactively to the service's overall objectives
- Making suggestions for improvements in service delivery where possible.

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

You will be committed to making a positive difference to the lives of people in housing need, and passionate about preventing and tackling homelessness and addressing housing needs and issues. Through your enthusiasm for the role and effective performance, you will help to build a positive image for the service and the Council.

You will be able to work proactively to develop relationships with customers and partners, and generate solutions which empower customers to help themselves. You will help to embed an early intervention and prevention approach to tackling housing issues. You will also contribute to time-limited projects under the direction of senior colleagues.

You will be committed to working in line with the Council's policies, procedures and relevant legislation, and will promote and actively support the Council's responsibilities towards safeguarding.

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; and Supportive.

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation. This role is at level 2. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

Person Checklist

- Knowledge of relevant housing legislation
- Awareness and understanding of housing related benefits
- Experience of delivering a frontline service
- Experience of working flexibly and dealing with varying and demanding workloads.
- Effective negotiation and mediation skills
- Ability to engage and communicate sensitively and compassionately with customers and partners in a demanding environment.
- Ability to use initiative.
- Literacy and numeracy skills to ensure the production of accurate case notes and clear and accurate letters and emails to customers and internal/external partners
- Skills and experience in inputting into and collating information from various IT systems and use of software packages
- Ability to travel to and from sites by car or public transport
- A DBS check will be required. Read our [Policy Statement on the Recruitment of ex-offenders](#)

This Role 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 Recruitment Purposes: *In order to be shortlisted for this job please demonstrate in your application how you meet the Person Checklist.*