

Senior Housing Solutions Officer – Grade 10

Job purpose

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.

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. 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 Senior 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 Growth & Regeneration.

Find out more about [working for Kirklees](#).

Key areas of responsibility

Reporting to a Team Manager, as a Senior Housing Solutions Officer (SHSO) you may be responsible for the day to day supervision of the Housing Solutions Officers or Housing Access Officers within the service. You will provide support to your team in delivering a high quality service that focusses on the prevention of homelessness. You will support and guide your team on more complex cases for example involving landlord/tenant disputes, making decisions under homeless legislation. You will support staff in addressing housing or support needs of customers with a range of vulnerabilities, and those ready to move on from temporary accommodation. You will be expected to lead on more complex cases and multi-agency case conferences.

As a SHSO you will lead or contribute proactively to projects aimed at the development and implementation of initiatives to improve the service. You will be expected to develop, deliver and participate in training and share information, learning and skills with internal and external partners.

You will be required to prepare reports and briefings, and to undertake presentations to audiences that may consist of senior management and a range of internal and external partners.

As a SHSO you will establish and maintain a wide range of positive working relationships. You will be expected to demonstrate your skills in mediation, negotiation and communication to achieve satisfactory outcomes. You will also be required to have knowledge of a range of housing related legislation.

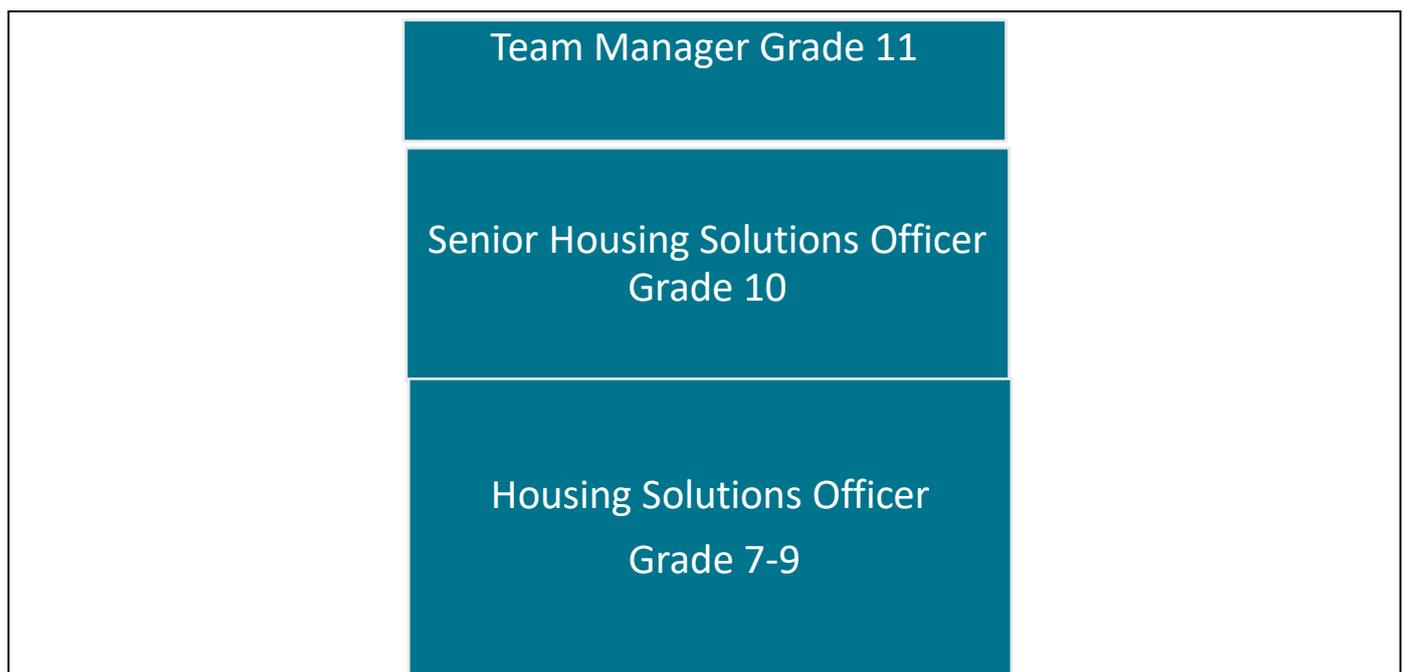
As a SHSO you will be expected to proactively contribute to the service's overall objectives and make suggestions for improvements where possible.



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

- Ensuring Housing Solutions Officers or Housing Access Officers are effectively managed, supported and developed; work is allocated to ensure effective, high quality services are delivered.
- Providing initial first line support and only escalating where appropriate.
- Ensuring customers receive an excellent service and are dealt with efficiently and appropriately.
- Developing positive relationships with customers, colleagues and a range of internal/external agencies in order to promote effective partnership working and to build a positive image of the service and the Council.
- Leading on or contributing to projects under the direction of the Team Manager.
- Dealing with initial complaints/appeals from customers effectively and only escalating where appropriate.
- Undertaking any case work in an efficient and timely manner.
- Developing and delivering initiatives and service improvements in order to contribute to broader service and team objectives

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
An understanding of the principles of staff management skills.	Essential
An in-depth understanding of current housing and related issues and legislation.	Essential
Ability to use computerised systems and procedures to maintain accurate records.	Essential
Awareness of the principles of project management.	Essential
A broad understanding of welfare and other housing related benefits	Essential
Ability to empathise with service users whilst maintaining professional boundaries.	Essential
Ability to travel to and from sites by car or public transport (exceptions can be made for disabled applicants).	Essential
Ability to lead on service improvement projects and initiatives	Essential
Ability to problem solve and experience of dealing with and resolving complex cases / issues	Essential
Excellent communication skills, both verbal and written, with an ability to adapt communication style to suit the audience	Essential
Ability to develop productive networks and relationships with internal and external partners	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		Grading ID	
Job ID		Last Updated	
Job Focus		Career Progression	

Contractual Variants

DBS Category		DBS Type	
Health Check		Politically Restricted	
24/7 working		Public Holidays	
Night Working		Alternating Pattern	
Standby		Other	
Checked by HR			