Housing Solutions Officer – Grade 7 - 9

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 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

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.

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:
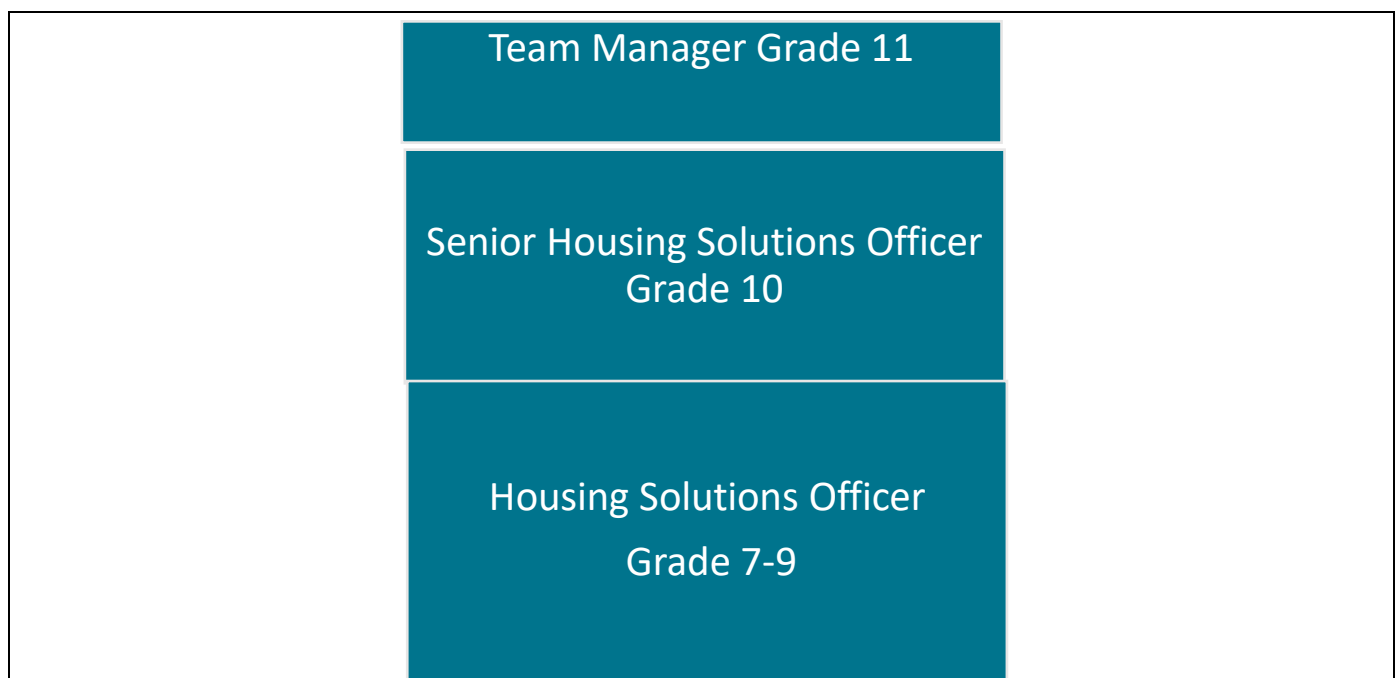
- Access to housing information and guidance.
- Advice on a range of housing options.
- Assessment of housing need including the prevention of and assessment of homelessness.
- Information and advice to private sector landlords and tenants and some homeowners.
- Housing related support to enable vulnerable 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.

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.

Position of job in organisational structure

| Team Manager Grade 11 |
| Senior Housing Solutions Officer Grade 10 |
| Housing Solutions Officer Grade 7-9 |

Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Knowledge of relevant housing legislation.	Essential
Awareness and understanding of housing related benefits.	Essential
Experience of delivering a frontline service.	Essential
Experience of working flexibly and dealing with varying and demanding workloads.	Essential
Effective negotiation and mediation skills.	Essential
Ability to engage and communicate sensitively and compassionately with customers and partners in a demanding environment.	Essential
Ability to use initiative.	Essential
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.	Essential
Skills and experience in inputting into and collating information from various IT systems and use of software packages.	Essential
Ability to travel to and from sites by car or public transport.	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			