

Decision under Delegated Powers

Officer Requesting Decision

Housing Needs Manager

Officer Making the Decision

Head of Housing

Recommendations

1. That the post of Housing Officer (Allocations) (H379) in the Housing Needs Team be re-titled Housing Allocations Officer and that the reporting line of the post be changed from the Housing Needs Manager (H373) to the Senior Allocations and Lettings Officer (new post number)
2. That the revised job description and person specification for the Housing Allocations Officer (appended to this decision) be approved.
3. That the post of Administration and Allocations Support Officer (M160) in the Housing Needs Team be re-titled Assistant Housing Officer and that the reporting line of the post be changed from the Housing Needs Manager (H373) to the Senior Allocations and Lettings Officer (new post number).
4. That the revised job description and person specification for the Assistant Housing Officer (appended to this decision) be approved.

Reasons


1&3 To deliver the re- structuring proposals for these two posts as set out in the consultation document of 8th April 2013.

2&4 To more accurately reflect the job roles of the postholders.

Authority for Decision

Authorisation of changes to the establishment, within budget and without major service or policy implications, is delegated to the Chief Executive (Item 6 on page 2-25 of the Constitution). This has been further sub-delegated by the Chief Executive to Heads of Service in certain circumstances (DD ref 28 11/12). These proposals fall within the limit of the authority of the relevant Head of Service.

Decision and Date

Approved 23.5.13 16.00pm


Background

In November 2011 CBL went live and the decision was taken not to restructure the Housing Allocations team prior to this date to enable managers to review the impact of CBL and then put a business case forward once the resources needed had been identified. An approved ongoing budget was established in the J009 cost centre to enable recruitment to both temporary and permanent posts.

At the same time the Housing Allocations Scrutiny Panel was established and the view was taken that it would be inappropriate to develop permanent proposals pending the recommendations of the Panel being made to Cabinet.

The Scrutiny Panel have subsequently reported to Cabinet in March 2013.

In June 2012 Cabinet resolved to bring the housing landlord services delivered by CNH back in house and that decision was enacted in November 2012 when the ALMO was terminated. As a result the 2 Housing Assistants employed by CNH in the Lettings & Income Team were transferred to the Housing Allocations

Team under a delegated decision approved on 11th February 2013.

The Housing Needs Manager has now established a structure to meet the requirements of CBL and waiting list services. The requirements of the service have identified that the most effective use of staff resources would be to engage dedicated and trained staff within the lettings and allocations team. This will lead to a level of resilience, particularly in relation to the knowledge and expertise of the allocations team and provide a platform for the future, to take account of proposed legislation changes affecting the allocations work. New and revised job descriptions have been prepared and jobs evaluated.

The three new posts proposed in the consultation paper will be subject to a separate Delegated Decision request from the Head of Housing to the Chief Executive so these decisions are within the threshold of 5 posts.

Comments from HR

HR Advisor: Anna Cairns

New job descriptions have been created where appropriate and have been through the job evaluation process. Anna Cairns has met with management regarding this and has no further comments.

Responses to Consultation

In response to the consultation document 2 officers took up the opportunity to discuss the proposals verbally. There were also 3 written submissions and these

officers have been interviewed and their concerns dealt with accordingly and to their satisfaction.

Concerns around capacity and workloads have also been considered and we have replied to Unison's concerns in this respect as follows.

In terms of the capacity issue you have raised we propose to increase the proposed new 0.5 FTE Administration Officer post to 1 full-time equivalent by making a virement from one of the Division's HRA budgets subject to the necessary approvals being obtained.

Subject to there being a business case we propose to submit a service pressure for the 2014/15 budget round commencing this autumn if it is proven that the restructure levels are inadequate.

In addition we will appoint temporary resources to assist with the re-registration exercise.

Financial Implications

There are no financial implications in respect of this decision, as the reference to additional budget requirement is covered in a separate DD relating to the approval of the new posts. The posts have both been re-evaluated by the Job evaluation Panel and remain at Scale 6 and Scale 4 respectively and the terms and conditions are un-changed.

Risk Management

There are no risks associated with this proposal

Key Decision: No

Background Papers: Consultation Document for Housing Allocations Team dated 8th April 2013

JOB DESCRIPTION

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|---|--|
| Job Title: Housing Allocations Officer | Grade: 6 - Casual Car User Allowance |
| Division: Housing Needs Team | Accountable to: Senior Allocations & Lettings Officer |
| Current Postholder: | Responsible for: Nil staff |
| Post Number: H379 | |

Purpose of Job:

To deliver an efficient and effective Choice Based Lettings scheme to enable the allocation of Council properties and provide short-lists to Registered Providers (RP's) for their vacant properties. Manage the assessment and investigation of the Housing Register applications and ensure that Council policies are followed accordingly.

Duties and Responsibilities

- 1 Undertake the allocation of properties, in accordance with Council CBL policies and procedures.
- 2 Monitor progress of void properties to facilitate new tenancy arrangements at the earliest opportunity.
- 3 Deal with day to day CBL, Housing Register and Housing Transfer enquiries from applicants and tenants and conduct interviews and home visits as required.
- 4 Monitor usage of CBL and ensure priority and high banded cases are bidding. Review priority and high banded cases at the end of the 12 and 24 week timescale.
- 5 Co-ordinate and monitor; temporary to permanent allocations, direct matching, management allocations and auto bidding.
- 6 Manage the Housing Register applications, set up systems to ensure accuracy of data and efficient processes for acceptance or ineligible applications.
- 7 To investigate the housing circumstances of applicants who may have a priority need for rehousing. To produce a summary report, including recommendations for consideration by the Senior Allocations & Lettings Officer.
- 8 To support and assist vulnerable housing applicants to find suitable accommodation. This will include those who are not capable of responding to properties advertised through the Council's CBL allocations scheme and those who need assistance to access accommodation in the private sector.
- 9 Assist the SA&LO and Landlord Services in developing and maintaining a register of adapted properties and applicants requiring adapted properties, to ensure best use of the Council's stock.

- 10 Set up and monitor systems to produce statistical reports as required to illustrate performance and need within the Borough.
- 11 Assist the SA&LO in providing advice and training as necessary team members, and other service areas as appropriate as well as registered providers staff, councillors and other statutory and voluntary agencies, on CBL policy, procedures and use of the IT systems.
- 12 Assist other housing options officers as required, with the allocation of temporary accommodation.
- 13 Deliver an effective and appropriate service to all service users, fairly and without discrimination.
- 14 As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of work, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.

This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the postholder and the Council in understanding the prime functions of the post. It should not be regarded as exclusive nor exhaustive as there may be other duties and requirements associated with and covered by the grading of the post.

This job description is current at 05 April 2012.

Management have the right to vary the duties after consultation with you.

Agreed

Human Resources Advisor

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CHARNWOOD BOROUGH COUNCIL

PERSON SPECIFICATION

POST: Housing Allocations Officer

DIRECTORATE:
Housing Services

GRADE: Scale 6

DIVISION: Housing Needs

| CRITERIA | ESSENTIAL | DESIRABLE | HOW IDENTIFIED |
|--|--|---|---------------------------------|
| Experience | <ul style="list-style-type: none"> • Previous experience in housing allocations or housing related work. • Experience of communicating with customers in a variety of ways i.e. face to face, letter, telephone and e-mail. • Experience of managing own area of work and ability to prioritise workloads to deliver stretching targets and deadlines. • Experience of producing high quality written reports and letters. | <p>Experience of working in a result orientated environment.</p> <p>Experience of working with a choice based lettings scheme</p> | Interview and application form. |
| Specialist, Knowledge & Ability | <ul style="list-style-type: none"> • Ability to work using own initiative and resolve problems with minimal supervision. • Clear and accurate letter and report writing skills plus ability to produce comprehensive performance information. • Knowledge of relevant housing legislation. • Ability to organise a complex workload with competing priorities to achieve a range of | | Application Form and interview |

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| | <p>performance targets.</p> <ul style="list-style-type: none"> • Good organisational and time management skills. • Understanding of the differing needs of customers and the ability to provide services appropriate to their needs. | | |
| Qualifications | <ul style="list-style-type: none"> • Level of education sufficient to meet the requirements of this post. | | Application form |
| <u>Interpersonal Skills</u> | <ul style="list-style-type: none"> • Must be able to communicate effectively with customers with differing needs, colleagues and Council Members. • Ability to liaise with external organisations • Able to work as part of a team • Able to work on own initiative to develop new working practices to ensure smooth service delivery and achieving targets | Dealing with vulnerable people in complex situations. | Interview |
| <u>Disposition/ Attitude</u> | <ul style="list-style-type: none"> • Experience of dealing with enquires and complaints in an assertive but sympathetic manner. • Willingness and ability to attend regular meetings and on occasions out of normal office hours. • Must be highly motivated, have the ability to work under pressure and organise priorities without direct supervision, and be an | <p>Flexible approach to work and ability to meet challenges and adapt to change.</p> <p>Demonstrates respect for others and a commitment to equal opportunities and diversity.</p> | Interview |

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| | <p>excellent team player.</p> <ul style="list-style-type: none"> • Able to meet targets and deadlines. | | |
| Personal Circumstances | Mobility around the Borough. | Own transport | Interview |

DATE: : April 2012

Compiled by: S Bignell

JOB DESCRIPTION

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|---|--|
| Job Title: Assistant Housing Officer | Grade: Scale 4 |
| Division: Housing Needs | Accountable to: Senior Allocations & Lettings Officer |
| Current Postholder: | Responsible for: Nil staff |
| Post No: M160 | |

Purpose of Job:

To assist the Allocations and Lettings Team in the smooth running of the Councils Choice Based Lettings scheme, including: maintenance of records, advertising properties, liaison with partners and Registered Providers (RP's), selection of applicants for allocation and to assess and investigate Housing Register and Housing Transfer applications. To provide support to the Housing Needs Team, and deal with enquiries from the public and other agencies regarding housing register applications and allocations, in accordance with the Council's policies and procedures.

Duties and Responsibilities

1. Assist in delivering the Councils Choice Based Lettings scheme and carry out associated administrative tasks, such as: creating adverts, producing relevant literature, providing assistance in the bidding process, shortlisting and making offers.
2. Assist in the short-listing to RP's and monitoring of outcomes from them.
3. Responsible for recording all refusals of offers and updating IT systems and files accordingly.
4. To carry out all functions associated with Waiting List and Transfer List processes including: assessment of applications and change of circumstances following the Councils procedures and accurately updating associated IT systems and files.
5. Conducting face to face interviews with waiting list and transfer applicants to obtain all necessary information to process their applications.
6. Deal with enquiries and advise clients regarding the housing register, transfers, and allocations. Giving appropriate advice and/or referring clients to Housing Officers where necessary.

7. Monitor housing register annual re-registration forms.
8. Amend, cancel and register new applications when necessary.
9. Dealing with routine correspondence in relation to housing applications and the choice based lettings scheme.
10. Assist the Housing Allocations Officer in compiling, monitoring and reporting service performance indicators and customer service standards
11. To work with and protect at all times confidential and sensitive information held in and produced by Housing Needs and other parts of the Council.
12. Delivery of an effective and appropriate service to all service users, fairly and without discrimination.
13. As a term of your employment you can be required to undertake such other duties commensurate with your grade, and/or hours of works, as may reasonably be required of you at your initial place of work or at any other of the Authority's establishments.

Note:

This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the postholder and the Council in understanding the prime functions of the post. It should not be regarded as exclusive nor exhaustive as there may be other duties and requirements associated with and covered by the grading of the post.

This job description is current at 05 April 2012.

Management have the right to vary the duties after consultation with you.

Agreed

Human Resources Advisor

**CHARNWOOD BOROUGH COUNCIL
PERSON SPECIFICATION**

POST: Assistant Housing
Officer

DIRECTORATE Housing Services

GRADE: 4

DIVISION: Housing Needs

| CRITERIA | ESSENTIAL | DESIRABLE | HOW IDENTIFIED |
|---------------------------------|---|---|---------------------------------|
| Experience | <ul style="list-style-type: none"> • Experience of general office duties, including: filing, data inputting, dealing with telephone enquiries, post, faxing, keeping accurate records, and typing. • Experience of Internet Technology / E-Mail. • Experience of working with choice based lettings schemes. | <ul style="list-style-type: none"> • Experience of working in a public sector housing organisation | Application Form Interview |
| Specialist Knowledge/ Skills | <ul style="list-style-type: none"> • Excellent knowledge of Microsoft suite. Including: Outlook Office, Power Point, Excel and word. • Knowledge of spreadsheets and databases. • Good organisational skills including monitoring service delivery performance. • Must be able to communicate effectively both in written and verbal form. • Must be able to adopt a methodical and logical approach to tasks. | | Application Form. Interview. |

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| | <ul style="list-style-type: none"> • Must be able to work in a pressured environment and achieve stretching targets. • Ability to work both as part of a team and own initiative. • Ability to prioritise workload to deliver deadlines. | | |
| Qualifications | <ul style="list-style-type: none"> • Level of education sufficient to meet the requirements of this post. | | Application Form. |
| Interpersonal Skills | <ul style="list-style-type: none"> • Good communication skills and the ability to adjust your approach to when dealing with peoples differing needs • Ability to liaise with external organisations • Able to work as part of a team • Able to work on own initiative to develop new works areas and opportunities | | Application Form Interview |
| Disposition/ Attitude | <ul style="list-style-type: none"> • Attention to detail. • Commitment to team work. • Must be self motivated and well organised so that agreed deadlines and standards are met. • Flexibility to work additional hours when required. | | Application Form Interview |

DATE: ...5th April 2012Compiled by: S Bignell