

Rykneld Homes Ltd.

Job Description

Division: Neighbourhoods **Service:** Allocations

Post: Allocations Administration Officer

Post Number: RH359

Responsible To: Allocations Manager

Subordinates: None

Key Accountabilities

- To respond professionally by giving advice to customers on housing allocations and to assist with the triage of applications to deliver an effective, efficient and accurate service.
 - To provide a proactive clerical and administrative service for the Allocations Team in relation to a wide range of activities and processes for Allocations & Lettings and be responsible for giving customers advice on these processes:
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Main Duties and Responsibilities

The post is responsible for providing an efficient Allocations and Lettings Service that is customer focused to ensure processes progress in a time effective way so Rykneld Homes can quickly turn around vacant properties:

- To deal with first contact by customers, providing professional handling of all enquiries regarding housing applications and allocations providing clear and customer focussed advice.
- To triage housing applications, determining eligibility, levels of vulnerability and priority of housing need in line with the Allocations Policy and guidance.
- Completing the assessment and registration process for all lower priority applications, passing on higher priority applications to Allocations Officers for completion.
- Administering housing applications and verifying submitted information to detect and prevent fraud, providing clear records to evidence all decisions.

- Collate case information regarding social housing lettings, tenancy management and support.
- To develop knowledge of a range of housing issues so you can assess housing applications, of which may include: Domestic violence, substance misuse, mental health, sensitive medical information, financial difficulties and anti-social behaviour to assist/signpost/offer advice and support to customers and escalate to the Allocations Officers where required.
- Conducting robust verification checks on applications to prevent fraud and check compliance with policy requirements this may include checks on financial status, medical requirements, and convictions and which may require liaison with Probation, the Police and Social Care services.
- Lead on and assist with a range of processes within Choice Based Lettings to enable efficient delivery of services and meet team objectives, this will also include working alone at times, taking initiative to ensure processes are progressed in a time effective way.
- Maintain awareness of vulnerability, mental health, diversity and inclusion to ensure that the service is accessible to all with communication tailored to individual needs.
- Keep accurate records of any contact and actions regarding customers and other organisations.
- Support the team with any complaints and feedback.
- Respond to enquiries received into the Choice Move email inbox, making decisions when to forward on to more specialised Officers where required.
- Accurately input data and maintain up to date records using a range of housing management systems and records, maintain spreadsheets and documents to enable analysis of performance and process monitoring.
- Record and coordinate responses to correspondence.
- Use of a range of IT equipment including PCs, photocopiers, scanning equipment, franking machines in support of administration duties.
- Contact external agencies to obtain information and respond to enquiries.
- Provide general clerical assistance such as filing, photocopying, processing mail, maintenance of records, statistical returns, management information, and appropriate diary management.
- Prepare written correspondence as required, such as minutes, memos, letters and reports within customer service standards.
- Be familiar and compliant with all relevant Health & Safety, Data Protection, Financial Regulations.

- Assist in monitoring stock and equipment levels to enable prompt ordering of supplies as required.

You will work as part of a team to ensure adequate cover at all times to respond to customer enquiries and handle case work to meet targets and maintain excellent customer service. You will take initiative to carry out investigations as part of registration of new applications, ensuring a clear audit trail and evidence to support your decisions. You will provide advise to customers and internal teams on the application and allocation processes. You will work with the wider Neighbourhoods Team to support prospective tenants and ensure integrated decisions support the principle of sustainable tenancies.

Key Contacts

- Rykneld Homes colleagues across various departments
- Customers and Service Users.
- Service user Groups – TARAs.
- Rykneld Homes managers and staff.
- Council Directorates and corporate services.
- Other public sector service providers.
- Service-related voluntary and charitable organisations
- Tenants and service users
- Voids and repairs team
- Probation service and police
- Telephone face to face email written communication

Person Specification

Personal Skills/Characteristics	Essential	Desirable
<p><u>Experience</u></p> <ul style="list-style-type: none"> • Experience of working in an administrative role. • Ability to interpret complex cases, give accurate advice, present key issues in a clear manner and offer options and solutions • Development of support for vulnerable clients • Able to use equipment including photocopiers, scanners, filing systems and registers. • Ability to produce well-presented letters, documents and reports • Ability to administer procedures and processes and check information to confirm compliance • Able to work under pressure, take initiative and respond flexibly to tight deadlines • Experience of working in a customer facing role handling and responding to enquiries • Experience of working alone and as part of team 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>
<p><u>Qualifications</u></p> <ul style="list-style-type: none"> • A Levels or equivalent qualification • Evidence of professional development and personal impact working in the social housing or social care 	<p style="text-align: center;">✓</p>	<p style="text-align: center;">✓</p>
<p><u>Special Skills and Knowledge</u></p> <ul style="list-style-type: none"> • Appreciation of verification measures to mitigate risks in allocations. • IT skills in Microsoft Office Systems • Excellent administrative skills • Good communication skills, written and oral • Problem solving skills • Accuracy and attention to detail • Keyboard skills • Ability to present key issues clearly • Accuracy in maintaining records, both manual and computerised 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p><u>Personal Qualities</u></p> <ul style="list-style-type: none"> • Team player • Conscientious, honest and reliable, assertive with self 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	

confidence <ul style="list-style-type: none"> • A 'can do' approach • Well organised and task focused with the ability to handle pressure and manage conflicting priorities effectively • Genuine customer focus • Proactive and results orientated • Commitment to ethical, non-discriminatory behaviour • Awareness and understanding of confidentiality • Resilience and innovation in response to challenges • Empathy and moral purpose 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
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This specification is not exhaustive and you may be required to undertake other duties commensurate to the role and be flexible in response to the exigent needs of the business.

Equalities Act 2010

The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be taken into account by the shortlisting manager.