GENERIC ROLE PROFILE
Role: Senior Housing & Homelessness Officer

PROFESSIONAL / TECHNICAL JOB FAMILY: PTB

This generic role profile is the contractual element to which your post has been assigned and sets out the indicative range of responsibilities that may be expected of you at this job family level.

To provide specialist, technical and professional knowledge and expertise to help in the delivery of a high-quality customer service ensuring the council meets its relevant obligations in accordance with relevant legislation, codes of practice and other regulatory requirements.

INDICATIVE WORK ACTIVITIES

1. Provide specialist advice and support both internally and externally whilst using good judgement, analytical /creative skills to avoid risk, make decisions and resolve issues and problems without always ready access to a manager.
2. Provide relevant technical direction, support and training to colleagues (and guide the decisions they make).
3. Contribute to and deliver the review and updating of relevant service specific policies and procedures.
4. Represent and protect the reputation of the council both internally and externally as part of your work and advise on the formulation of associated strategy and framework.
5. To advise, guide and where appropriate negotiate on relevant service, strategic or policy issues within the postholder's relevant professional/technical discipline.
6. Fulfil the work schedule and key performance targets set for your role and team, including the management and delivery of a related caseload of work.
7. Make a significant contribution to specific project work, including the associated fundraising, budget, oversight, procurement and purchasing.
8. Where necessary lead a team of people to deliver a project (or discreet part of a service), including, where appropriate, the management and procurement of physical and financial resources and plan the capacity, ability and work schedules, accordingly.
9. Demonstrate strong customer focus when developing both internal and external partnerships relevant to your work, building strong links with other similar professionals to ensure a corporate approach is achieved and continue this standard throughout any subsequent management of contracts.

10. Take an entrepreneurial approach to your thinking, enabling you and your team to recognise opportunities for doing things more efficiently, and then assist with the embedding process and performance improvements.
11. Research, report and analyse performance management information to make useful recommendations for process and performance improvements and advice management in their decision-making.
12. Retain relevant professional membership or licence, work to its codes and participate in learning that will help you perform your role successfully and the wider team meet the standards expected.

TASK SPECIFICS

The 'task specifics' is the non contractual element that your post has been assigned to and is a more detailed description of day to day activity which will be reviewed in line with PDR objectives and can change when priorities change.

JE Reference	***Tbc by HR***

Purpose

To provide expert advice and guidance to colleagues and external agencies, and support to Housing Managers and Team Leaders to ensure the effective, efficient and legally compliant delivery of the range of services delivered by the Housing & Homelessness Service.

Service to Customers

1. To ensure the Housing & Homelessness service is available and accessible to all customers requiring advice and support.
2. To provide expert guidance and support to colleagues in the delivery of services to customers.
3. To work with customers whose housing options are more limited and require significant multi agency co-ordination
4. To ensure the safety and wellbeing of customers accessing the Council's Housing Advice Centre by acting as Duty Manager.
5. To assist Housing Team Leaders to undertake quality assurance checks on the services delivered to customers.
6. To provide guidance and support to colleagues and customers in dealing with urgent and emerging issues.
7. To assist the Homelessness Team Leader with customer requests for homelessness reviews.
8. To assist the Housing & Welfare Options Teams Leader with customer requests for housing register appeals.

Business Improvement/planning responsibility

1. To assist Housing Managers and Team Leaders to review service delivery, policies and procedures.
2. To proactively identify areas for improvement and develop proposed solutions.
3. To assist Housing Managers and Team Leaders with priority projects and operational capacity issues.
4. To provide data and other evidence to assist with monitoring and managing the service's performance, outcomes and service to customers.

5. To support the Housing Managers and Team Leaders to ensure the Housing & Homelessness Service has robust financial procedures in place and prioritises value for money in the delivery of its services.

Colleagues, Self and Partners & Nature of Contacts (Internal/External)

Contact	Frequency	Nature of contact
Housing Managers & Team Leaders	Daily	To provide operational support across the service as required To assist with quality assurance checks To identify areas for improvement and proposed solutions To ensure data required for internal and external returns is maintained effectively and is of sufficient quality and accuracy To assist with the collation and response to Freedom of Information and Subject Access Requests as required To assist managers with the review and development of policies and procedures To deputise for managers as required
Homelessness Team Accommodation Team Housing & Welfare Options Team Homelessness Prevention & Projects Team Homelessness Relief & Recovery Team	Daily	To provide expert advice and guidance on homelessness and housing allocations legislation, guidance and case law to support colleagues with decision making To review requests from colleagues for temporary accommodation, financial and welfare assistance, making decisions in line with legislation, policy and procedure To support colleagues with the management of cases whose housing options are limited and require significant multi-agency co-ordination To support colleagues with the effective and efficient management of the Council's temporary accommodation, including move-on To provide expert advice and guidance on the range of services provided by the team, including the Council's housing register, welfare assistance scheme, Housing Benefit & Council Tax support and financial administration.

		To provide cover for essential duties in the event of capacity issues
External Agencies, including statutory and voluntary sector organisations	Daily	To liaise with partner agencies to meet the needs of customers whose housing options are limited and require significant multi-agency coordination. To provide expert advice and guidance on the legislation, guidance, case law, policies and procedures that govern the activities of the Housing & Homelessness Service. To identify barriers to effective multi-agency working and propose solutions to managers and team leaders.
Registered Providers and Private Landlords	Weekly	To build and maintain effective working relationships with a range of landlords to ensure the effective and efficient delivery of the Council's homelessness and housing options services To liaise with landlords to identify bespoke solutions to meet the housing needs of customers requiring specialist accommodation
Other Council Services	As required	To liaise with other Council Services such as Finance, Property Services, Legal, Revenues & Benefits and Private Sector Housing to ensure the effective and efficient delivery of the Council's homelessness and housing options services
Other Local Authorities	As required	To assist the Homelessness Team Leader with homelessness referrals to and from other local authorities, ensuring the Council complies with all legal procedures and timescales. To liaise with other local authorities, as needed, to identify solutions for individual customers and to develop and deliver joint working arrangements.
Multi Agency Forums	As required	To represent the Council at various multi-agency forums such as MAPPA, MARAC, Rough Sleepers Partnership, Move-On Partnership, Care Leavers Panel, Pre-Release Panel, Hospital Discharge Panel, Multi Agency Task Group as required

Managing Resources (people, equipment, buildings)
Accountability
1. To participate in a Duty Manager rota for the management of the Council's Housing Advice Centre, undertaking health and safety duties and co-

ordinating the activities of staff, customers, visitors and contractors to ensure the safety and wellbeing of all users of the premises.
2. To support the Housing Managers and Team Leaders with the effective supervision and support of operational colleagues.
3. To assist the Housing Managers and Team Leaders with the allocation, monitoring and recovery of financial resources.

Procedural Context

1. Parts VI and VII of the Housing Act (1996) as amended by the Homelessness Act (2002)
2. Homelessness Reduction Act (2017)
3. Domestic Abuse Act (2021)
4. Equalities Act (2010)
5. Protection from Eviction Act 1977
6. Renters' Rights Act 2025
7. Homelessness Code of Guidance for Local Authorities
8. Legislation relating to tenancies and licenses
9. Relevant government Suitability Orders
10. Housing Benefit and Universal Credit regulations
11. Other legislation specifically relevant to individual households (e.g. Care Act 2014; Mental Capacity Act, 2005; Child Protection legislation etc.)
12. South Worcestershire Housing Allocations Policy
13. Housing & Homelessness Service policies and procedures

Key Facts and Figures

Knowledge and Skills

1. Educated to A-level or equivalent or a relevant professional housing qualification.
2. Advanced knowledge of legislation, policy and practise relating to housing, homelessness, private tenancies and temporary accommodation, and experience of making decisions in line with legislation.
3. Knowledge of welfare benefits and other statutory functions (such as social care, health, mental health services)
4. Experience of working in a local authority housing and homelessness service in a similar customer focussed role
5. Experience of successfully working within multi-agency partnerships to meet customer need
6. Excellent time management and organisational skills, with the ability to multi-task effectively across a varied workload and still maintain accuracy and attention to detail.
7. Excellent IT skills with a thorough working knowledge of all Microsoft Office products.

8. Excellent verbal and written communication skills; able to communicate with a wide variety of people for a variety of purposes, adapting communication style as necessary
9. Desirable: Experience of providing guidance and supervision
10. Desirable: Experience of data analysis and producing performance information

Behaviours

1. Strong team player, with a positive, flexible and adaptable approach to meet the needs of customers and the service
2. Ability to work with minimal supervision and make decisions using own initiative
3. Commitment to continuous improvement and delivering excellent services
4. An empathetic but assertive approach, with the ability to make and communicate difficult decisions
5. Work to the Council's values
6. Aware of the Council's safeguarding policy and how to report any concerns
7. Aware of the Council's Health and Safety policy and committed to safe working practices