

JOB SUMMARY

Post Title	Assistant Homelessness Reduction Officer						
Job Family	Service Delivery	Pay Range	04	Line Manager to others?	No	Role profile ref	SD04
Service Area	Housing Needs						
Line Manager	Senior Housing Officer						
Location	County Hall						

<p>Job Purpose</p> <p>To provide assistance and support to the Homelessness Reduction Team contributing to their aim of resolving incidences of homelessness.</p> <p>To assist the Homelessness Reduction Team in the council's statutory duties towards persons who are homeless or threatened with homelessness including the assessment of their eligibility, homelessness, and priority needs under the Housing Act 1996 (as amended).</p>			
<p>Job Context</p> <ul style="list-style-type: none"> Use multiple IT packages and systems in order to: write letters or emails, perform financial processes, record and analyse data. To receive enquiries regarding housing from members of the public, referrals from colleagues, partner agencies and public bodies seeking to resolve those enquiries at the first point of contact where possible. To maintain the current or any subsequent information collating databases being used with household's records to show an approach for assistance with housing advice and the outcomes of the assistance given ensuring all relevant documentation is stored on the database, handling confidential information in compliance with the organisation's procedures. To undertake any other relevant duties that contributes to the overall aims of the service commensurate with your grade. To support Homelessness Reduction Officers with administration to undertake their duties under the Housing Act 1996. To commence a level 2 apprenticeship in Housing and Property Management Assistant 			
Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	Good time management and ability to plan workload, and to work quickly and accurately.	E	
Self-motivated with the ability to work to targets / deadlines.	Able to demonstrate self-motivating qualities.	E	
Evidence of practical experience in an appropriate work environment and ability to advise others on relevant issues.	Has experience of working in an office environment and has working experience of giving advice, information and guidance.		D
Knowledge of relevant health and safety procedures.	Understands and can abide by of lone working		D
Ability to communicate clearly with sensitivity and empathy to build trust both one to one and with groups.	Good verbal and written communication skills, is able to work under own initiative, team player.	E	
Literate and numerate.		E	

JOB SUMMARY

Practical knowledge of ICT systems.	Experience in standard Microsoft Office applications such as Word, Outlook and Excel		D
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
May require relevant certifications including evidence of fluency in English language.		E	
GCSE level qualifications or equivalent experience	Maths and English GCSE 4 or C and above or equivalent qualification	E	
European Computer Driving Licence or equivalent			D
Other Requirements			