

Housing Options Officer

Role Profile

Service: Housing Options Service Trafford (HOST) – Place Directorate
Band: Band 5
Reporting to: Housing Options (HOST) Team Leader
Responsible for: No direct reports



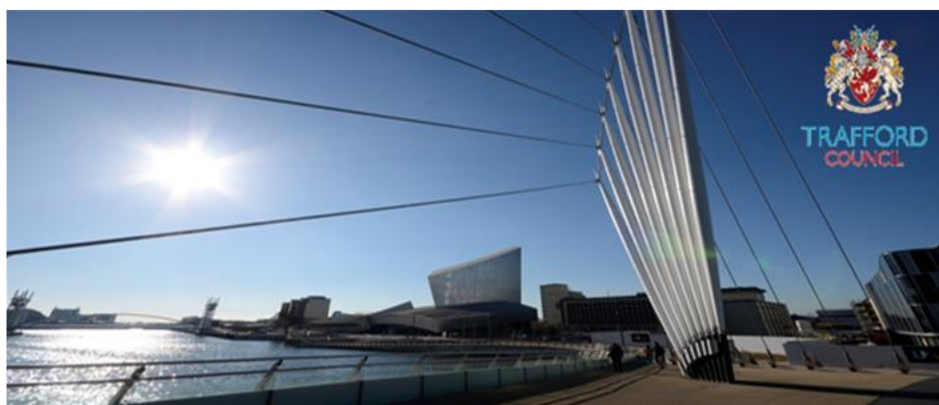
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Our Housing Options Service Trafford (HOST) Team is based at offices in Sale Waterside. The team carries out the housing advice, options and homelessness functions for Trafford borough. This includes homelessness prevention, homelessness assessment and the provision of housing options, emergency and temporary accommodation for people in housing need in Trafford.

Your Main Priorities

- Contributing towards the efficient and effective management of the Housing Options Service through various channels, including the promotion and maintenance of excellent standards of customer service based on service provision.
- Dealing with enquiries that assist customers with individual queries, prevention of homelessness, and reviewing decisions around homelessness.
- Using Trafford's Allocations Policy and Choice Based Lettings system, co-ordinating and monitoring cases referred to and moved on from supported schemes, and managing tenancies of customers in temporary accommodation.

Key duties

- Contributing to the provision of an efficient and responsive service, both face to face and by telephone, by advising on housing and homelessness issues and resolving day-to-day queries.
- Providing information on a comprehensive range of housing options, including Choice Based lettings, Pinpoint, renting in the private rented sector, access to registered providers and shared ownership/owner-occupation to prevent homelessness by enabling customers to resolve their housing problems.
- Managing a caseload between 30 – 80 cases active at any one time, facilitating customer meetings, face to face support and assistance, answering general queries or signposting to appropriate resources.

- Liaising with accommodation providers to arrange suitable offers of accommodation across a range of tenures, including temporary accommodation, and to complete all related paperwork.
- Assisting with the operation of the Rental Bond Scheme including liaising with landlords, Landlord Accreditation and other relevant parties, issuing bond certificates and arranging for payment to be made when claims are made by landlords.
- Reviewing ongoing casework and providing assistance for interventions and preventions of homelessness through various support channels and relationships.
- Working in close collaboration with commissioners, Adult and Children Social Care, all Registered Providers, Department of Work and Pensions (DWP), Skills and Work partners and health practitioners to identify priorities and emerging issues within vulnerable households and communities.
- Procuring additional funds for clients through application to various and appropriate charities. This includes assisting with supervised spending as appropriate.
- Working with vulnerable customers and showing empathy, and building an understanding other people's behavioural, physical, social and welfare needs, whilst also ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself, colleagues and customers.
- Promoting independence through support and a multi-agency approach, ensure that households are enabled to achieve independence and receive a good level of physical, emotional, social, and intellectual support.
- Carrying out any other duties commensurate with the grade of the post that may be needed by management from time to time.

About You

Qualifications and Professional Development

- Recognised level 4 qualification or combination of formal off the job training plus 2 years' experience in a similar environment.
- Evidence of continuous personal and professional development

Experience and Knowledge

- Previous experience working in a similar environment delivering homelessness prevention, resettlement and housing related support services
- Experience of working in a multi-functional team and with partners and key stakeholders, and have a proven track record of delivering excellent services to a diverse community.

- Knowledge of legislation relevant to addressing homeless prevention and managing homelessness, including:
 - Housing Act 1996 part 6 and part 7 and of the Homelessness Act 2002
 - Homeless Reduction Act 2017
 - Domestic Abuse Act 2021
 - Safeguarding procedures and responsibilities – understanding the need to safeguard and promote the welfare of children and vulnerable adults is priority
 - Allocations Policy
 - Choice Based Lettings system
 - Housing Benefit/Universal Credit – experience managing rent accounts is also desirable, but not essential
 - Principles and requirements of General Data Protection Regulation (GDPR) legislation
- Up to date knowledge of the issues that affect vulnerable people and available solutions to resolve them, and experience of dealing with customers who may display challenging and disagreeable behaviour
- Experience of successfully meeting individual set targets in an environment that delivers lean and efficient services whilst delivering high levels of performance
- Experience of conducting interviews with customers, including carrying out home visits, telephone contact, and letter writing, ensuring appropriate tailor-made solutions are offered in the best interest of the customer in accordance with policy, best practice and relevant legislation
- Experience of using IT software packages (e.g. Microsoft Office Outlook, Word, Excel) and databases

Skills and abilities

- Excellent communication skills (verbal and written): able to exchange and present complicated or sensitive information with a range of audience, in a way that is clear and understandable to the recipient
- Good interpersonal skills: able to persuade, negotiate and influence effectively especially when liaising with other agencies to achieve the best possible outcomes for customers
- Able to deal with people effectively and sympathetically in sometimes challenging, emotive and sensitive situations, as well as making and relaying difficult decisions in line with legislation
- Planning and organisational skills: organising a caseload and prioritising own work tasks to meet deadlines and produce accurate work to a high standard
- Excellent report writing and analytical skills: assessing and developing robust support plans that meet SMART objectives for the customer and other members of the household

- Ability to interpret and absorb complex information whilst building a working knowledge of legislation, policies and procedures
- Ability to use your own initiative and respond independently to unexpected problems and situations
- Able to remain solution-focused when managing multiple/competing work tasks and work effectively as part of a multi-functional team
- Ability to work in a political environment

Special Conditions

- Access to a car or ability to travel within the borough and GM using public transport

Date prepared/revised	FEB 2021 Updated 25/04/2025
Prepared/revised by	C Siddall / L Shellabear / R Pollard
Job Evaluation	Existing evaluation – FEB 2021

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.