

Housing Options Administration Officer

Role Profile

Service: Housing Options Service Team (HOST), Place Directorate
Band: Band 4
Reporting to: Senior Housing Services Manager
Responsible for: No direct reports



TRAFFORD
COUNCIL

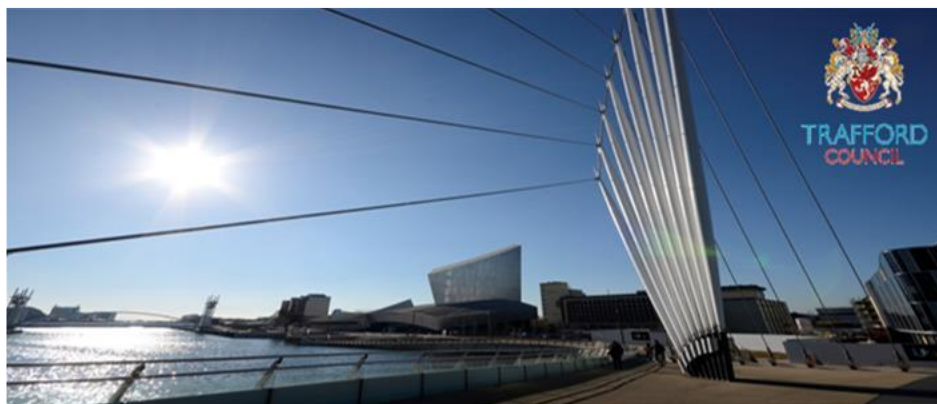
About Us

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

- Providing an effective administration service for the Housing Options Service Team (HOST).
- Dealing with customers and partner agency enquiries on a day-to-day basis.
- Providing support to the Housing Options and Temporary Accommodation Teams in different areas of the service.

Key duties

- Providing administrative support to teams, responding to customer enquiries, and assisting in the coordination of emergency accommodation placements.
- Processing Housing Benefit payments, liaising with the Revenue and Benefits Team, the client and the Tenancy Support Officer.
- Ensuring records and spreadsheets are maintained and accurately updated relating to health and safety (including DSE assessments), Rent and Bond Scheme, A Bed Every Night (ABEN) and Single Point of Access. This includes scanning documents for systems and tenancy files.
- Establishing and sustaining trust and confidence with stakeholders, partners, tenants and communities by demonstrating personal and professional behaviours that align with Trafford Council Values.

- Liaising with stakeholders such as contacting Bed & Breakfast managers to ensure customers are staying and monitoring behaviours, Health professionals (medical queries), Registered Providers, Locata (SECTOR), storage companies, and other services within the Council.
- Receiving Freedom of Information (FOI) requests relating to HOST. Collating the information and preparing a response for the Corporate Director's approval before the statutory deadline.
- Ensuring Locata are updated with notes and manipulating data to run relevant reports.
- Assessing medical evidence to see if customers can be awarded additional priority on Trafford Home Choice (THC). Liaising with customers, health professionals or any other support service if further information/clarification is needed.
- Ensuring the completion of Performance Monitoring workbooks for all areas of the service.
- Reporting to local and national government via DELTA Reporting on Rough Sleeping, ABEN, Ukraine pressures and statutory H-CLIC (Household case level data collection) returns.
- Managing the HOST complaints queue through 360, keeping updated with any new complaints that come in and forwarding them to the relevant manager for response.
- Monitoring the payment portal and self-payers in Temporary Accommodation.
- Taking minutes at internal and multi-agency meetings.
- Undertaking any other duties commensurate with the grade of the post as required by the needs of the service.

About You

Qualifications and Professional Development

- GCSE in English and Math's (Grade A-D) or equivalent
- NVQ 2 in Business Administration or equivalent
- Evidence of continuing personal and professional development (CPD)

Experience and Knowledge

- Previous experience in a similar role
- Experience in delivering high customer service standards and understanding of the different needs of different customers

- Experience of working within a multi-functional team and communicating with partners and key stakeholders with a proven track record of delivering an excellent range of services to a diverse community
- Understanding of the requirements of the Freedom of Information Act and General Data Protection (GDPR) principles
- Knowledge of safeguarding principles and responsibilities
- Awareness of legislation and regulations including Homeless Reduction Act 2017, Allocations Policy, Choice Based Lettings system
- Experience of guiding or advising on standard procedures and processes

Skills and abilities

- Proficient in the use of IT software packages, including databases and the use of spreadsheets, inputting and calculating with accuracy
- Able to communicate effectively with clients either verbally or in writing and to establish excellent working relationships with colleagues at all levels
- Solution focused and organised, with the ability to work independently under pressure and to plan and prioritise own workload to meet own and team deadlines and changes in priority
- Ability to draft standard and non-standard documentation using corporate templates, reports and spreadsheets, accurately, efficiently and with minimal supervision
- Ability to work closely with key public and private sector stakeholders
- Able to work as part of a team and use own initiative, including an ability to respond independently to unexpected problems and situations

Special Conditions

- Willing and able to travel to sites within the Trafford Borough if required as part of the role

Date prepared/revised	FEB 2021 Revised 15/10/2025 (regrade)
Prepared/revised by	C Siddall / L Shellabear / R Miller / R Pollard
Job Evaluation	Re-evaluation 14/10/2025

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.