

Housing Options Officer

Team	Housing Options Team
Salary	£33,366 - £37,938 per annum
You will report to:	Chris Duffy
You will manage:	N/A

Delivering comprehensive advice and assistance to people in housing need, the post holder will have a core focus on preventing homelessness, as well as supporting those who are homeless, and helping people explore alternative accommodation options.

Working in a very busy environment, often with people who have complex needs or facing very difficult circumstances, Housing Options Officers need to deliver excellent customer service and have a strong person-centred approach.

Assessments under homelessness legislation are key element of the role, requiring a thorough knowledge of Part 7 of the 1996 Housing Act and related guidance and case law.

Your responsibilities will include:

- ✓ Providing a high quality, supportive service to customers
- ✓ Resolving customer enquiries using initiative and imagination
- ✓ Acting to prevent homelessness where possible
- ✓ Delivering high quality advice on available housing options, with agreed follow up actions for customers
- ✓ Making homeless decisions in line with homelessness and related legislation, guidance and case law.
- ✓ Creating excellent relationships with partner agencies
- ✓ Demonstrating flexibility and adapt to new ways of working and engage with customers

About you:

- ✓ Have the ability and passion to deliver a high-quality service to customers
- ✓ Will be able to work positively within a team setting
- ✓ Have a strong knowledge of housing options and homelessness prevention tools
- ✓ Have an ability to listen actively and empathise with customers
- ✓ Be able to work well under pressure with an exemplary, positive attitude
- ✓ Be able to think laterally and be creative to solve complex problems
- ✓ Have the ability to Interpret and apply complex homelessness legislation
- ✓ Be able to communicate effectively both verbally and in writing
- ✓ Be able to work flexibly, including adapting to new ideas and contributing to the development of services
- ✓ Have the ability to have difficult and challenging conversations, in an honest and empathetic way

What we offer:

Pension

Access to the generous benefits the GMPF scheme offers, including life cover.

Annual Leave

26 days, increasing to 28 days after 5 years' service.

Health Cash Plan

Claim back a proportion of your everyday healthcare and medical expenses.

Retail Discounts

Access to discounts providing savings on food and shopping.

Flexible Working

Flexible/Hybrid working, to ensure a healthy work life balance.

Work Pattern

Full Time
37 Hours

Core Values

Ambition

We have the ambition & courage to challenge; translating this into commercial success & brilliant outcomes for customers.

Social Responsibility

We always try to do the right thing; using our role as a service provider, employer & buyer to generate trust, build our communities & empower our people.

Passion

We have a passion for what we do; with positive, motivated & enthusiastic staff who enjoy their work.

Innovation

We are innovative in everything we do; with the agility, creativity & edge to keep defying expectations & delivering fresh & exciting things.

Respect

We treat each other with respect; supporting & inspiring one another & collaborating across teams & partnerships.

Excellence

We continually improve how we work; challenging the status quo, learning from what goes well & always being professional.



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