

## JOB DESCRIPTION



<b>POST TITLE:</b>	<b>VOIDS &amp; ALLOCATIONS OFFICER</b>
<b>POST NUMBER:</b>	<b>HS19</b>
<b>GRADE:</b>	<b>E</b>
<b>RESPONSIBLE TO:</b>	<b>NEIGHBOURHOOD TEAM LEADER</b>
<b>RESPONSIBLE FOR:</b>	<b>No line management responsibilities</b>
<b>LIAISON WITH:</b>	<b>District Council colleagues at all levels, Elected Members, members of the public, partner agencies including The Police, external contractors</b>

### **KEY CORPORATE ACCOUNTABILITIES:**

**To deliver an efficient and professional allocations and lettings service, ensuring that Council homes are let within agreed targets and in line with the provisions of the Devon Home Choice scheme, with a particular emphasis on customer service and minimising rent loss and helping to ensure that tenancies are financially sustainable.**

### **KEY SERVICE ACCOUNTABILITIES:**

1. To provide a high level of service delivery, taking account of the Council's policies and procedures and all relevant legislation including, but not limited to, the Housing Act 1996, Part VI (as amended), the Localism Act 2011 and the Housing & Planning Act 2016.
2. To contribute to the Council's achievement of its housing targets and objectives across all service standards, including performance indicators.
3. To promote a culture of customer focus and to ensure that the services delivered are responsive to local needs. This will involve encouraging involvement and feedback as an integral part of the service.
4. To provide advice and information to colleagues, housing applicants, existing tenants and partner agencies on choice based lettings, housing options, tenure types and mutual exchanges.
5. To support the work of the Neighbourhood Teams in relation to the management of mutual exchanges, assignment and succession requests in accordance with statutory and policy obligations, taking into account tenancy type and the legal obligations relating to tenancy changes, including those arising from the Localism Act 2011 and the Housing and Planning Act 2016.
6. To liaise with the Building Service and other teams as appropriate, sharing information to ensure that void periods are kept to a minimum and re-letting targets are achieved. This will involve specifying repairs identified during pre-vacate visits and quality checking void work.
7. To ensure that the allocation and letting of properties is undertaken in an appropriate and timely way in accordance with the provisions of the Devon Home Choice Scheme and that any potential risks are properly assessed and escalated, as appropriate, in accordance with MAPPA, MACSE and any relevant safeguarding and/or health and safety procedures
8. To work with prospective tenants to ensure that they are able to sustain their new tenancies. This may include undertaking affordability assessments and signposting or referral to other partner agencies as needed in order to ensure that they are "tenancy ready".
9. To carry out all key stage front line duties to let empty properties efficiently, including pre-vacation visits, verification visits with housing applicants, resident viewings of properties and new tenant sign ups.

10. To co-ordinate the completion of all required property processes and documents to allow efficient letting of the property, to include Gas Certificates, Electrical Performance Certificates (EPCs), post inspections, keys, offer letters, etc., in accordance with the provisions of the Housing Act 1985 and other legislation, as appropriate.
11. To co-ordinate the completion of CORE information relating to lettings.
12. To undertake and record settling in visits (between 6–8 weeks after the start of the tenancy) and introductory tenancy review visits (at 9 months after the start of the tenancy).
13. To prepare performance reports, presentations and briefings for other colleagues, Elected Members, residents and other stakeholders, as appropriate
14. To accurately record information using appropriate systems including Devon Home Choice, the integrated electronic housing management system and other systems, as appropriate.
15. To contribute to service development in co-operation with other colleagues.
16. To attend occasional evening meetings when required

#### **OTHER DUTIES:**

In order to deliver services effectively a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that grade.

#### **HEALTH AND SAFETY:**

The Council has a Health and Safety Policy, which outlines its responsibilities as an employer and the responsibilities of its employees in respect of health and safety. All employees need to be aware of this Policy and comply with its content.

#### **RISK MANAGEMENT:**

All employees need to have an awareness of risk management and are responsible for ensuring that they manage risk effectively in their job and report hazards and risk to their Group Manager or Director.

#### **DATA PROTECTION:**

It is the responsibility of the post holder to ensure that the section's requirements for compliance with the Data Protection legislation are met.

#### **SAFEGUARDING CHILDREN AND ADULTS AT RISK:**

The Council has a Safeguarding Policy, which outlines its responsibilities and the responsibilities of its employees. All employees need to be aware of this Policy and comply with the contents.

When considering the duties of this role as part of the most recent Job Evaluation (JE), a decision was reached using [the government DBS Tool](#) that this role is required to hold a **Basic DBS level check**. The basis on which this form of DBS is renewed is explained further within our DBS policy.

## MID DEVON DISTRICT COUNCIL'S REQUIRED COMPETENCIES



Our eight core competencies are relative to every role within Mid Devon District Council. They link to our values of Pride, Performance, People and Partnerships to support the delivery of our vision, together with building an effective, positive and collaborative place to work.

Seeing the Big Picture	<i>You understand how your role fits with and supports the organisational objectives. You recognise the wider Council's priorities and ensure work is in the wider public needs</i>
Changing & Improving	<i>You seek out opportunities to create effective change and suggest innovative ideas for improvement. You review ways of working, including seeking and providing feedback in a positive manner</i>
Making Effective Decisions	<i>You use evidence and knowledge to support accurate decisions and advice, carefully considering alternative options, implication and risks of decisions</i>
Delivering Quality, Value & Pace	<i>You deliver service objectives with professional excellence, expertise and efficiency, taking into account the diverse customer needs and requirements in a timely manner</i>
Leading by Example	<i>You show pride and passion for public service, creating and engaging others in delivering a shared vision. You value difference, diversity and inclusion, ensuring fairness and opportunity for all</i>
Communicating & Influencing	<i>You communicate purpose and direction with clarity, integrity and enthusiasm. You respect the needs responses and opinions of others</i>
Building Capability	<i>You focus on continuous learning and development for self, others and the organisation as a whole</i>
Collaborating & Partnering	<i>You form effective partnerships and relationships both internally and externally, from a range of diverse backgrounds, sharing information, resources and support</i>

The above competencies should be read in conjunction with the listed policies below. Managerial roles should pay special attention to the expectations of managers as set out within the staff charter.

**The Code of Conduct, The Dignity at Work Policy, The Nolan Principles and The Staff Charter**

## PERSON SPECIFICATION

### Voids & Allocations Officer

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Qualifications and Experience:</b>	<ul style="list-style-type: none"> <li>• Experience in a housing management or customer focussed service</li> </ul>	<ul style="list-style-type: none"> <li>• Professional housing qualification</li> <li>• Experience of delivering a comprehensive voids and allocations service in a social housing environment</li> </ul>
<b>Knowledge and Expertise:</b>	<ul style="list-style-type: none"> <li>• Knowledge of relevant legislation including the Housing Act 1985, the Housing Act 1996, Part 6, the Localism Act 2011, the Housing &amp; Planning Act 2016</li> <li>• An understanding of housing need</li> <li>• Understanding of basic building construction involving minor repairs, decorating, gas and electric safety and quality control</li> <li>• Knowledge of welfare rights</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of support services in a housing context</li> </ul>
<b>Skills:</b>	<ul style="list-style-type: none"> <li>• Good problem solving skills</li> <li>• Excellent communication and mediation skills (written and verbal)</li> <li>• Excellent IT skills, being literate in business applications</li> <li>• Ability to deal with sensitive situations in an empathetic way</li> </ul>	
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• Committed to equality of opportunity and understanding of diversity issues</li> <li>• To have an awareness of Health &amp; Safety</li> <li>• To have an awareness of Risk Management</li> <li>• Ability to organise own workload and to work with minimal supervision</li> <li>• An ability to act under own initiative in investigating and finding the appropriate solutions to problems</li> <li>• A clear customer focus</li> <li>• Ability to work as part of a team</li> </ul>	
<b>Special Requirements:</b>	<ul style="list-style-type: none"> <li>• Must be mobile and able to visit residents in all parishes across the District</li> <li>• Flexible approach to the requirements of the job, being able to attend occasional evening meetings</li> <li>• Staff are responsible for their own health and safety, ensuring a safe working environment for colleagues</li> </ul>	