

Harlow Council Employee Profile

Job Title: Housing Options and Advice Officer

Post Number: SH0222X

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	GCSE English & Maths grades A – C or minimum Level 4 or equivalent. Able to demonstrate good literacy, numeracy and verbal communication skills.	Professional housing qualification.	Application Form Interview Written Test
Related Experience	Experience in a front-line housing service.	Experience in a front-line homelessness service. Experience of Housing Options and advice, homelessness prevention and homeless assessments. Experience in a housing needs and/or CBL environment. Sound knowledge of Housing Benefits and LHA and other statutory and voluntary agencies.	Application Form Interview
Special Circumstances	Able to work and carry out visits outside of normal office hours, including participation in the 'out-of-hours' rota.		Application form
Special Knowledge, Training	Knowledge of housing legislation and law. Knowledge of Housing Act 1996. Knowledge of welfare benefits and be willing to attend training courses relevant to the role to continue to improve knowledge and changes affected by new case law. Knowledge of Landlord and Tenant law, Immigration and Asylum legislation and Matrimonial law and Children Act.	Extensive knowledge of Allocations & Homelessness legislation, together with more general housing law. Detailed knowledge of Housing Act 1996 part V11 and amendments. Knowledge of a range of legislation, including Family Law and Protection from Eviction. Familiar with legal processes.	Application form Interview Written test

<p>Skills and Abilities</p>	<p>A good understanding of, and commitment to, customer care.</p> <p>Ability to communicate effectively both orally and in writing.</p> <p>The ability to conduct difficult negotiations with other relevant bodies, agencies and individuals.</p> <p>Good I.T. skills, including knowledge of Microsoft Office package.</p> <p>Good negotiation and problem-solving skills.</p> <p>Flexible and the ability to adapt positively to change.</p> <p>Able to deal effectively with challenging, distressed and angry clients.</p> <p>Able to prioritise tasks and organise time efficiently.</p> <p>Able to interpret and implement legislation.</p> <p>Good letter writing skills.</p> <p>Ability to analyse written and numerical information and draw appropriate conclusions.</p>	<p>Familiar with Orchard or other relevant housing IT systems.</p> <p>Knowledge of range of services available from other providers in Harlow.</p> <p>Full clean driving licence and use of a car or other suitable means of transport.</p> <p>Familiar with 'Archouse' (Orchard) IT system.</p> <p>The ability to develop and maintain close working relationships with other statutory and voluntary agencies.</p> <p>The ability to examine client's financial circumstances.</p>	<p>Interview Application Form Written Test</p>
<p>Disposition and Attitude</p>	<p>Committed to providing a customer focused service and continuous improvement.</p> <p>Able to work as part of a team and contribute to team, service and corporate objectives.</p> <p>Ability to contribute to the development of the service.</p> <p>Understands and is committed to equal opportunities on a practical level.</p> <p>Performance orientated, flexible approach.</p> <p>Works well and remains calm under pressure.</p>		<p>Application Form Interview</p>