

Post Specification

Post Specification - Key Information

- **Post Title: Allocations Support Officer**
- **Date: December 2025**
- **Post Group Number: 8922**
- **Job Family: Business Support**
- **Job Family Role Profile: BS6**
- **Final Grade: BS8**

To be read in conjunction with the job family role profile.

Service Area Description

The Housing Landlord Service plays a key role in the Council's housing management and strategic housing function. The service covers the following key areas: housing strategy, housing allocation, tenancy management including enforcement, tenant engagement and the careful management of housing stock and tenancies to ensure regulatory standards and legislation are complied with.

Key to achieving this is the delivery of comprehensive and efficient back-office processes that underpin the operational delivery of the housing landlord service. This includes carrying out various tasks as directed by policy and procedure, and liaison with customers and tenants in relation to rent accounting, leasehold management, payments, transactional analysis, and tenancy starts, ends and amendments to ensure the service is compliant and that the operational delivery of the service is supported. There is also a need to maintain accurate and up to date information records using the housing management IT system in line with GDPR and financial regulations.

The Housing Act (1996) requires all housing authorities to have an allocations scheme for determining priorities and defining the procedures to be followed in allocating social housing accommodation. The responsibility for administering and maintaining the housing register sits within the Housing Landlord Service, specifically within the Service Delivery Support team.

Purpose of this Post

- To administer, assess and prioritise applications to join the councils housing register against the allocations policy adopted by the council.
- To maintain the council's housing register by ensuring effective procedures are in place to review applications and meet GDPR requirements, keeping the register up to date.
- To be actively involved in User Acceptance Training (UAT) when the back-office IT software is updated or renewed.
- To be a named contact for the customer, giving appropriate advice on the options available to help them make an informed choice and to understand their rights and obligations.

- Liaise with internal colleagues, and external services to deliver solutions and remove barriers for the customer.
- Provide a liaison service for the client throughout their application, and with other agencies as needed.
- To assist with the administration of the various processes within the housing landlord service as directed by the Team Leader and Senior Manager of Housing Landlord and Homelessness Services.
- To provide administrative support to the housing landlord team in respect of processing financial information, tenancy and account administration and performance reporting.

Key Job Specific Accountabilities

- To effectively prioritise applications assessed in line with the allocations policy and deliver the outcome to applicants, being available to provide advice and further guidance around these decisions.
- To assess applications for medical, or other preference, based on a composite assessment of the evidence supplied by the applicant, this may require liaison with external agencies, and go on to make priority banding decisions.
- To represent the council at operational meetings with the partnership and feed any issues or concerns back to the Team Leader or Senior Manager.
- Advise customers/tenants of the help and support available, including funding and welfare benefits they may be able to access to sustain or access tenancies.
- Ensure all tasks associated with effective back-office support are monitored to satisfactory completion, and any problems remedied or escalated.
- Identify other areas of help which may be needed by, or are available to, the customer/tenant and ensure that appropriate signposting or referrals to such services are made.
- Ensure that customers/tenants understand and are kept informed of all the procedures and practices involved with their particular circumstances.
- Establish a good working relationship with relevant local authority departments, health services, adult social care, housing and voluntary groups who are in contact with the client group.
- Support the development of systems and maintain the smooth running of the housing landlord service by ensuring good records are kept on all cases updating computerised records as necessary; maintaining case notes; ensuring that financial and case information can be reported on as required. This will include User Acceptance Testing (UAT) as required.
- Raising invoices and processing payments which includes liaison with Finance.
- Keep up to date with developments in relevant fields of work, good practice and research and participate in staff meetings and training courses as required.
- Promote and maintain a customer focus while being aware of, and committed to the promotion of the Council's values, mission and diversity statements in both employment and service delivery.
- Ensuring all activities are carried out in accordance with the Council's constitution, regulations, policies, and national standards.
- Carrying out any other duties requested within the employee's skills and abilities whenever reasonably instructed.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities:** None
- **Staff Management Responsibilities:** None
- **Other:** Representing the council at operational meetings with regards to the allocations policy/scheme.

Essential Criteria

Qualifications:

- Minimum level 2 qualification (or equivalent under the National Qualification Framework) in English Language and Mathematics

Knowledge:

- Knowledge of Housing Services
- Good knowledge of some or all aspects of the service area and housing policy
- Knowledge and understanding of service standards and performance criteria

Experience:

- Experience of working with the public providing a service to vulnerable people
- Experience of Administration work
- Experience developing external partnerships, with other organisations and stakeholders, to deliver key services
- Experience in compiling data

Expertise:

- IT literate with a working knowledge, particularly of Microsoft Office Word and Excel
- Excellent communicator with the ability to challenge and negotiate and engage with a wide range of audiences including dealing with vulnerable groups, their families and others in an empathetic way

Disclosure and Barring Service (DBS) Checks

This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** There will be a sustained level of emotional demand at all times in carrying out the role, with the post holder delivering difficult decisions and outcomes to customers in managing housing applications and completing priority assessments, These individuals are likely to be seriously disadvantaged and/or distressed and react negatively to such decisions as they are at odds with their expectations, which creates a significant level of emotional demand on the post holder.
- **Physical Demands:** Normal office working environment

- **Working Conditions:** There may be some exposure to adverse people behaviour, which could be considerable in certain situations particularly regarding assessments and delivering difficult decisions which may be negatively received.

Other Factors:

Requirement to work in the office at the relevant anchor building during the operating hours of that building. There may be opportunities to work in a hybrid way, but this will need to be balanced against the needs of the service.