

CANDIDATE SPECIFICATION



Ribble Valley
Borough Council

www.ribblevalley.gov.uk

JOB TITLE:	Temporary Homelessness Prevention Officer (Fixed Term Contract until 31st March 2026)
REFERENCE NO:	EDP100
SALARY SCALE:	Scale 4 (scp 10-13) £26,835 to £28,163 per annum
HOURS OF WORK:	37 Hours Per Week
POST NO:	C142
SERVICE AREA:	Housing
RESPONSIBLE TO:	Housing Strategy Officer
RESPONSIBLE FOR:	N/A
JOB PURPOSE:	To provide support for the Housing Section mainly in respect of preventing homelessness and assisting with sourcing permanent accommodation.

KEY RESULT AREAS:

- To contribute to the overall Council's aims and objectives to deliver a customer focused quality service.
- Participate in providing a comprehensive and innovative housing options and advice service, with an emphasis on early intervention and the prevention of homelessness, promoting and pursuing a range of housing options to meet the needs of our customers.
- To assist Housing Needs officers in carrying out housing needs assessments for applicants who we are satisfied are homeless or threatened with homelessness, in accordance with the Homelessness Reduction Act 2017.
- To assist Housing Needs officer to prevent homelessness by keeping customers in their properties, wherever possible, or by helping applicants to secure suitable alternative accommodation.
- Review and update effective Personalised Housing Plans in line with the Homelessness Reduction Act 2017, to ensure successful homelessness prevention or relief.
- Support and empower applicants to resolve their housing need.
- Drive the reduction in use of emergency and temporary accommodation through

effective prevention work.

- To practice and promote effective communications, both within the Council and externally and adopt a corporate, co-ordinated and co-operative approach to working.
- To ensure that the Housing service operates efficiently and that all calls and face to face enquiries/queries/complaints are handled in a polite and courteous manner in possibly difficult and abusive situations.
- To maintain a high level of confidentiality, adhering to the requirements of legislation and Council policies and procedures.
- To take responsibility for resolving queries or completing actions arising from customer enquiries, including identifying and assigning queries to appropriate colleagues in Council departments for resolution where necessary.
- To make appointments for a range of Council housing services as required e.g housing checks.
- To refer customers, where necessary, to appropriate colleagues or service units, ensuring relevant information is transferred efficiently.
- To promote a positive and professional image of the Council and to ensure that all calls and face to face enquiries/queries/complaints are handled in a polite and courteous manner.
- To keep up to date on Council policy decisions and activities and be fully conversant with relevant legislation, information leaflets and application forms for services available to customers.
- To effectively use the relevant ICT systems and assist in the creation and maintenance of records, files and statistical information.
- To ensure that all procedures carried out and information given to the public is in accordance with the current legislation, regulations and Council policy, with particular emphasis on customer care.
- To be responsible for ensuring the data quality of all information related to the duties of the post.
- To adhere to the Council's policies including equal opportunities and health and safety.
- Such other duties of a similar responsibility level as may be allocated to the post from time to time.

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Qualifications		
Good level of education with at least a GCSE (or equivalent) in Maths and English.		Application Form
Full UK driving licence and access to a vehicle for work purposes.		Application Form/ Interview
Knowledge/Experience		
Previous experience working for a local housing authority or Housing Association.		Application Form/ Interview
Previous housing advice and homelessness experience.		Application Form/ Interview
Excellent written and oral communication skills.		Application Form/ Interview
Excellent time management skills and the ability to prioritise work.		Application Form/ Interview
Computer literacy.		Application Form/ Interview
Ability to be innovative and creative when identifying ways to prevent homelessness.		Application Form/ Interview
	Recent experience in a similar role, or context and ideally within a public sector organisation.	Application Form/ Interview
	An understanding of issues in local government social care, homelessness and housing needs.	Application Form/ Interview
	Knowledge of the Homelessness Reduction Act 2017.	Application Form/ Interview

ESSENTIAL	DESIRABLE	TO BE IDENTIFIED BY
Additional		
Able to work under pressure.		Interview
Self-motivated and able to work without close supervision.		Interview
Flexible and adaptable approach.		Interview
Ability to work as part of a team.		Interview
Ability to be diplomatic, tactful, friendly and empathetic to customers and colleagues.		Interview
Accuracy and attention to detail, particularly when working to tight deadlines and managing conflicting priorities.		Interview

Signed

Date

Name (Print)