

# CANDIDATE SPECIFICATION



Ribble Valley  
Borough Council

[www.ribblevalley.gov.uk](http://www.ribblevalley.gov.uk)

**JOB TITLE:** Temporary Homelessness Prevention Officer  
(Part Time - morning or afternoon 5 days per week)  
(Fixed Term Contract until 31st March 2025)

**REFERENCE NO:** EDP93

**SALARY SCALE:** Scale 4 (scp 10-13) £25,545 to £26,873 per annum pro rata

**HOURS OF WORK:** 18.5 Hours Per Week

**POST NO:** TBC

**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
<b>Qualifications</b>		
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
<b>Knowledge/Experience</b>		
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
<b>Additional</b>		
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