

ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT: HOUSING AND SAFER COMMUNITIES

SECTION: ALLOCATIONS AND TEMPORARY ACCOMMODATION SERVICE

GRADE: SCALE 6

DESIGNATION OF POST: LETTINGS OFFICER

RESPONSIBLE TO: SENIOR LETTINGS OFFICER

Purpose of Job:

Responsible to the Senior Lettings Officer for the day-to-day operations in respect of the Choice Based Lettings System, nominations to Housing Associations, Mutual Exchanges and Special Schemes as required.

Main Duties:

1. To be responsible for the efficient and sensitive letting and pre letting of both Council and Housing Association properties.
2. To undertake nominations to Special Schemes and Housing Associations, ensuring all nominations procedures are followed.
3. To deputise for the Senior Lettings Officer in their absence and supervise Lettings Assistants as appropriate.
4. To prepare reports and undertake special projects and investigations as required.
5. To respond to correspondence, including Members' casework and enquiries from other services, agencies and Senior Managers.
6. To prepare reports for consideration at the Case Review Panel and administer and monitor the appeals system.
7. To provide detailed housing advice to the public on the various means that are available to resolve their housing problems. Dealing with and taking action on telephone enquiries and liaising with other departments, authorities and external agencies as required.

8. To supply information and statistics including, details of the rehousing activity in the post holder's area of work.
9. To attend meetings relevant to the post holder's area of work as required.
10. To ensuring that the administrative procedures relating to offer process are efficiently completed.
11. To make good and proper use of the Council's IT systems, entering and retrieving information accurately and appropriately, ensuring that databases and other casework records are correct and up to date.
12. To assess housing applications and verify applicant's circumstances, with regards to Housing Legislation, Council Policy and Procedures.
13. To use various IT systems to verify applicant details, prior to any offer of accommodation
14. To identify cases that fall outside Council policy that may warrant priority consideration and drawing such cases to the attention of the appropriate Team leader. This will involve participation in the case review process.
15. Assist in the production of information to staff and to the public.
16. To undertake other tasks in any section of the Allocations and Temporary accommodation Service, which are relevant to the postholder's area of work and commensurate with their level of responsibility.
17. To carry out all duties with due regard to the provision of Health and Safety legislation, the Council's Equal Opportunities and Customer Care policies and the New Technology Agreement.