**LONDON BOROUGH OF LEWISHAM**

**JOB DESCRIPTION**

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| Designation: | Housing Casework Officer | Grade: | S01 |
| Reports to  (Designation): | Options and Advice Manager | Grade: | PO7 |
| Directorate: | Housing Regeneration and Public Realm | Section: | Housing Services |

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**Main Purpose of the job:**

* To produce information pertaining to the services offered by Housing Services
* To deliver an effective and responsive ‘communications, enquiries and complaints’ service to all customers for the whole of Group
* To provide management and monitoring of the processing of complaints and official correspondence to Housing Services
* To effectively liaise with Corporate Complaints in ensuring all corporate targets are met
* To lead and manage specific Housing Projects
* To provide accurate and timely reporting information in respect of complaints and enquiries performance
* To support the continuous improvement of Housing Services via the implementation of projects and the effective management of complaints, enquiries and correspondence
* To produce draft responses for complaints and FOIs received against Housing Services.

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**Summary of Responsibilities and Personal Duties:**

* To produce and publish written information pertaining to the services offered by Housing to members of the public, including newsletters, leaflets and online content.
* To develop and maintain web content for the housing options service
* To maintain the Online Enhanced Housing Options Module content
* To manage the Housing Needs Group’s response to Enquiries from Members, MPs and the Public ensuring response targets are met
* Ensure that customer’s complaints are responded to as soon as they are received and that potential resolutions are discussed with customers
* To ensure continuous improvement of systems to consistently meet communication deadlines
* To liaise with all Housing Service Managers to establish lines of communication for the handling of enquiries and complaints and to ensure their adherence to target times
* To maintain and interrogate the iCasework system for managing enquiries and complaints
* To liaise with and maintain excellent relationships with the wider Corporate Complaints team
* To train new members of Housing on the enquiries and complaints process and targets
* To monitor and report on enquiries and complaints targets ensuring a level of performance above the corporate target
* To undertake projects within Housing as outlined by any member of the Management Team.
* To set up Project Plans, identifying SMART targets and outcomes where necessary to scope each individual project
* To provide reports to the Management Team, including presentations, written reports and bulletins
* To achieve continuous improvement for Housing Services
* To keep in regular contact with the Data, Intelligence & Projects Coordinator to identify issues and improvements surrounding ICT and system management and to highlight areas of development.

Internal Contacts: These include all Housing Needs Group Managers, Team Leaders and Senior Managers; Customer Services Casework Officers and Managers; Other departmental Managers and Officers as relevant to the work being carried out

External Contacts: This will include, Customers, Advocates, Elected Members, Consultants, Service Providers and relevant Third Parties.

To carry out the duties of the post with due regard to the Council’s relevant codes and procedures.

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 0

Title: Grade No of posts

Number of partially managed staff: 0

Title: Grade No of posts

**PERSON SPECIFICATION**

**JOB TITLE: Housing Casework Officer POST NO:**

**DEPARTMENT: Housing Needs GRADE:** SO1

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

**Equality & Diversity**

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community **S**

Understanding of how equality and diversity relates to this post **S**

# Knowledge

A knowledge of local authority housing processes, especially pertaining to the pathway of **S**

homelessness and allocations and homeless prevention initiatives

A knowledge of Complaints and Enquiries Management **S**

# Aptitude

Forthright and target driven

Self-motivated and able to work without close supervision to achieve targets and continuous

improvement

Tenacious in achieving outcomes

Customer driven with a commitment to continuous customer service improvement

Team driven with a commitment to working with others

Committed to producing a high standard of output in terms of published material and reports

# Skills

**(Skills can only be used as shortlisting criteria if the skill is to be tested)** (**To Be Tested** – **S)**

An ability to use diverse systems and software and IT packages **S**

An ability to produce excellent written work that caters for all levels of communication ability

An ability to set up project plans, identify resources and undertake targeted projects through to a conclusion

An ability to negotiate and communicate with a range of colleagues, peers and Managers

An ability to manage conflicting priorities, working flexibly and ensuring all targets are met

Ability to manage a project from planning stage to conclusion, including management of resources (including people)

An ability to write reports to Senior Managers

An ability to use communication technology to provide project updates

# Experience

# Experience of working with or alongside Housing Options Solutions S

# Experience of producing written content for a wide and varied audience S

# Experience of incepting projects and seeing them to a finish S

# Experience of delivering simple training and instruction sessions

# Experience of working in a customer demand led business in the public or private sector S

# General Education

Sufficient standard of education to include excellent level of numeracy and literacy.

# Personal Qualities

Commitment to learn and take personal responsibility for own learning and development

Commitment to deal with confidential issues discreetly and tactfully

Able to work on own initiative with minimum supervision

Outcome orientated

Pride in producing a high standard of work

# Circumstances

Able to work flexibly

Ability to travel to work on projects

**DBS Disclosure Required? No Basic Enhanced**

X

(Tick as appropriate – guidance available from your HR Advisor)

**Physical**

Generally candidates must meet the standard Lewisham requirements for the post