

Housing Services Assistant

Department	Housing Services
Pay Grade	G3
Responsible to	Housing Accommodation Team Leader

Role Purpose

To secure and administer emergency accommodation placements for eligible, homeless households in priority need, ensuring timely and effective support in accordance with housing legislation and policy. The post holder will manage all administrative tasks related to bed-and-breakfast placements, including placement set-up and termination, Housing Benefit applications, and invoice processing, to ensure efficient service delivery and accurate financial management.

Role Specific Responsibilities / Accountabilities

- **Emergency Accommodation Coordination** - Secure emergency placements for households assessed as eligible, homeless, and in priority need. This includes liaising with both new and existing accommodation providers (e.g., bed & breakfast establishments) and managing all related administrative tasks.
- **Placement Communication** - Confirm the start and end dates of emergency placements with both the household and the accommodation provider. Ensure timely and accurate communication via email and follow-up checks to verify placement commencement.
- **Financial Administration** - Process invoices through the Council's finance system for Housing and Community Services. Set up new suppliers in accordance with financial policies and procedures, ensuring compliance and accuracy.
- **Rent Account Oversight** - Monitor rent accounts for households in emergency accommodation, including both current and former tenants, to ensure financial accountability and support.
- **Data and Record Management** - Maintain and update spreadsheets and databases related to emergency accommodation placements, ensuring records are accurate and up to date.
- **Housing Benefit Support** - Assist households in completing housing benefit claims to help secure financial support during their stay in emergency accommodation.
- **Housing Support Fund Administration** - Manage the Housing Support Fund provided by West Sussex County Council. Coordinate the purchase of essential items (e.g., white goods, carpets), process related invoices, and complete required data returns upon fund expenditure.

- **General Duties** - Undertake any other reasonable tasks as required to support the effective delivery of emergency accommodation services.
- Carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Previous experience of working with the public.
- Working with a range of stakeholders including internal and external parties namely vulnerable groups, organisations, landlords and agencies.
- Able to communicate confidently and accurately with good customer service skills.
- Able to work as part of a team and on own initiative.
- Organisational, time management and basic research skills.
- Proficient ICT user with excellent knowledge of Microsoft Word and Excel and able to learn and use different packages and document management systems.

Desirable Criteria

- Relevant benefit knowledge i.e. Housing Benefit, Universal Credit, Personal Independence Payments.
- Previous experience of working within a Housing environment.
- Awareness of safeguarding concerns and understanding of when to escalate concerns.

Appendix

Generic Employee Responsibilities / Accountabilities

- Contribute to the delivery of the corporate objectives of the Council developing good working relationships to promote the interests and reputation of the Council building a positive image of the organisation.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to continuously improve ways of working and Council services by evaluating activities to enhance performance.

- Promote equality, diversity, inclusion, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with all Health and Safety policies and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Participate in risk management in service areas and follow required reporting procedures, as appropriate, to minimise risks to people and the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.
- In the event of a major incident or disaster you may be required to assist in whatever capacity to provide the necessary organisation, co-ordination and supply of resources to support the local emergency services or other services within the council and relevant partner organisations.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use taxpayers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly