

JOB SUMMARY

Post Title	Homelessness Administration Officer						
Job Family	Business Support	Pay Range	04	Line Manager to others?	No	Role profile ref	SD04
Service Area	Housing Needs						
Line Manager	Senior Homelessness Reduction Officer						
Location	County Hall						

Job Purpose To provide administrative assistance and support to the Homelessness Reduction Team contributing to their aim of resolving incidences of homelessness. To assist the Homelessness Reduction Team in the council's statutory duties towards persons who are homeless or threatened with homelessness including the assessment of their eligibility, homelessness, and priority needs under the Housing Act 1996 (as amended).
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Job Context • To support Homelessness Reduction Officers with administration to undertake their duties under the Housing Act 1996. • To receive housing enquiries from members of the public, colleagues, partner agencies and public bodies, seeking to resolve enquiries at the first point of contact where possible, or to escalate to a Homelessness Reduction Officer. • To maintain housing databases, ensuring information is accurate and current. This includes establishing and editing case files. • Use multiple IT packages and systems in order to write letters and emails, perform financial processes, and record and analyse data. • To undertake financial processes including accurately recording and reporting expenditure. • To support the production of data for KPI and performance reporting purposes. • To process confidential and sensitive client information in compliance with the organisation's procedures. • To undertake any other relevant duties that contributes to the overall aims of the service commensurate with your grade.

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
Reliable, responsible.	Good time management and ability to plan workload, and to work quickly and accurately.	E	
Evidence of practical experience in an appropriate work environment.	Experience of working in a busy office environment.	E	
Ability to communicate clearly with sensitivity and empathy.	Good verbal and written communication skills, able to work under own initiative, team player.	E	
Literate and numerate.		E	
Practical knowledge of ICT systems.	Experience of using Microsoft 365 including Outlook, Word and Excel	E	

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Knowledge of homeless legislation	Knowledge of homelessness related processes such as interim accommodation		D
Knowledge of relevant health and safety procedures.			D
Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable
GCSE level qualifications or equivalent experience	Maths and English GCSE 4 / C and above or equivalent qualification	E	
European Computer Driving Licence or equivalent			D
Other Requirements			
You may be required to undertake additional duties as commensurate with grade and role			
You may be required to take part in the Out of Hours Stand-by Duty Rota as and when requested by management. Standby and call out duties are paid in accordance with the IWC Terms and Conditions 2024 document.			