



Position	Trainee - Housing Options
Department/ Location	Housing Options Service
Reports to	Housing Options Manager
Salary	£23,745.08 (rising to £26,119.59 after 12 months subject to performance & testing)
Staffing responsibilities	None

Role Purpose:

The key purpose of the role is:

- To support households to make choices that helps them to prevent their homelessness or find alternative suitable accommodation
- To assist the Housing Options Service in delivering its key objectives by providing high quality homelessness prevention advice and housing needs assessments

Main duties & responsibilities:

- To provide a high standard of housing advice, homelessness prevention and housing needs assessments to clients in need
- To contribute to service area objectives in providing and letting a good standard of accommodation to tenants and landlords
- To provide a comprehensive and customer-focused service to our customers and landlords via telephone, email and face to face
- To help maximise the income of households
- Capturing and maintaining accurate case notes and accurate information on databases including the scanning and filing of documents
- To detect and report any incidents of suspected fraud to the relevant senior officer and to liaise with other departments such as the councils Corporate Anti Fraud Team (CAFT), Housing Benefit, Internal Audit and Legal
- To report incidents of suspected abuse or neglect of children or vulnerable adults to Social Care

- To follow safeguarding procedures and policies to ensure vulnerable children and adults with housing difficulties receive the right services at the right time, sometimes including attendance at case conferences

General Obligations:

- To continuously learn and improve services for the benefit of the customer and Barnet Homes by routinely providing colleagues with feedback about weaknesses in the systems and ideas for improvement
- To perform duties in a flexible, helpful, pro-active and positive manner and contribute towards the general development of the team and service
- To participate in the training programme that will entail attending training courses and completing coursework and tests to achieve a high level of competence in Housing Options work.

Person Specification

- To dedicate personal time to develop skills and knowledge in Housing Options services with the aim of achieving progression within the trainee role and other roles advertised within The Barnet Group.
- To implement and keep abreast of changes to relevant legislation and communicate this in an understandable manner to customers
- To protect Barnet Homes interests at all times, ensuring that no needless expenditure is committed and that Barnet Homes equipment is used in an appropriate manner
- To comply with relevant data protection regulations

Technical Knowledge and Experience:

Education:

- A - levels or equivalent through experience. A good standard of English.

Knowledge:

Essential

- Intermediate skills in the use of Outlook, Excel, Word and PowerPoint
- Strong numeracy skills

Desirable

- Knowledge of housing legislation and guidance including homelessness and landlord and tenant law

Experience

- Experience of working in a face to face customer focused environment

Skills

- Excellent oral and written communication skills and the ability to effectively engage with a diverse range of audiences, including managers, landlords, solicitors and vulnerable customers, in a courteous and professional manner and at times in stressful situations
- Ability to liaise effectively with other agencies and voluntary groups
- Ability to resolve difficult and confrontational situations
- Ability to capture and maintain highly accurate information ensuring it is completed in a timely manner within target timescales and to maintain accurate information on databases
- Ability to prioritise well within a challenging workload, particularly to ensure the most urgent matters are dealt with appropriately
- Ability to work highly effectively and flexibly as part of a team and to support colleagues, including managers, within a team
- Ability to ensure that cases are handed over seamlessly to colleagues
- Ability to operate effectively in a changing environment, to develop and acquire new skills and knowledge
- The ability to apply learning in the workplace to support continuous improvement of business systems for the benefit of customers
- Ability to draw logical conclusions from personal observations and interviews with customers

People Management Responsibilities:

- None

Relationships;

- Customers seeking housing advice
- Teams within Housing Options and TBG
- External agencies – Social Care, Health, Education, advice and support services, and voluntary groups

Work Environment:

Office based