

Job specification



Job title: Home Finder Assistant
Service: Allocation and Accommodation Team
Grade: G4
Reporting to: Senior Home Finder Officer

Your job

The Allocation and Accommodation team are responsible for managing the Council's housing register and delivering a comprehensive Choice Based Lettings scheme to customers.

As a Home finder assistant you will provide advice and assistance to vulnerable applicants and tenants in relation to their housing application. You will also work as part of a team to carry out administrative functions in connection with the re-housing of applicants including processing housing register applications and collating statistical information.

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

On an ongoing basis you will:

- Use an asset based approach to deal effectively and efficiently with all customer enquiries including those received by telephone, letter and email.
- Input and check customer details directly onto the Housing Management Information System and other bespoke systems carrying out the necessary procedural checks.
- Signpost customers to appropriate service providers for additional information or advice.
- Liaise with other relevant teams regarding customers and to ensure all property details are up to date.
- Carry out administrative functions in connection with the re-housing of applicants including processing housing register applications, applications for additional priority on medical/welfare grounds and mutual exchange applications.
- Provide advice and support for people who need help with allocations, including updating customer details on the Homefinder scheme.
- Advertise available properties and liaise with registered providers regarding any nominations.
- Regularly monitor and evaluate the processes through updating and maintaining accurate records and electronic filing systems.
- Provide up to date and relevant advice to all clients on housing related matters.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need

You must be able to demonstrate the following essential requirements:-

- 3 GCSEs (A-C) including English Language and Mathematics or equivalent qualification which demonstrate literacy and numeracy
- Excellent communication skills both verbal and written.
- Good organisational and time management skills with the ability to maintain admin systems.
- The ability to build positive working relationships with customers and professionals sensitively
- providing advice on the best course of action.
- IT skills with the ability to work with a range of software packages.
- The ability to work on their own and as part of a team.
- Motivation and enthusiasm to learn new skills work flexibly and respond positively to change.
- Good interpersonal skills.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Be Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active

- Listen to you and put your ideas into action
 - Support you to give something back
 - Offer opportunities to learn and grow
 - Be one team, one council
 - Believe in you
- Tell us how we can improve
 - Give something back whenever you can
 - Take opportunities to learn and grow
 - Be one team, one council
 - Believe in yourself and our borough