

<b>Service:</b>	Housing Options Service	<b>Grade:</b>	2B	<b>Salary:</b>	£20,493 - £22,183
<b>Reporting to:</b>	Principal Officer	<b>Location:</b>	Wesley Street, Swinton	<b>Hours:</b>	up to 36

## About the role

- This role is about contributing towards the delivery of an effective and efficient Housing Options Service by providing a face to face, e-mail and telephone service to customers. The service aims to prevent and reduce homelessness in the city and the role of the Customer Service Advisor is to be first point of contact for customers and partners.
- To provide a reception service for the Housing Options Service, greeting customers and dealing with initial enquiries, prioritising assessments with the Housing Options Advisors and determining appropriate actions and responses including signposting to more appropriate services ensuring customers receive a high level of service.
- To provide administrative support to the Housing Options Advisors and Principal Officers including inputting, collating and retrieving data, filing, making telephone enquiries and receiving telephone calls on their behalf.
- To provide a telephone advice service to members of the public wanting to register on the housing register and to those already registered, ensuring data held on the register is correct, and managing customer expectations by providing up to date information on the supply and demand for social housing.
- To provide a first point of contact for private sector landlords working with, or enquiring about the Private Assist service.
- To respond to e-mails from customers and partners either directly or forwarding to the appropriate member of the team to respond.

## Our priorities

### Creating a better and fairer Salford with the Great Eight

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We all have a vital role to play in providing a range of services across Salford. We want to make a real difference to the lives of Salford people. Our vision is to create a better and fairer Salford and provide the best possible quality of life for the people of the city.

[yourzone.salford.gov.uk/thegreateight](http://yourzone.salford.gov.uk/thegreateight)



## Key outcomes

- Customers contacting the service, whether in person, by telephone or by e-mail, receive an excellent level of service.
  - You will contribute towards the reduction of the number of households made homeless by supporting the work of the Housing Options Advisors.
  - You will contribute towards the reduction in the use of, and lengths of stay in temporary accommodation by supporting the work of the Housing Options Advisors.
  - You will contribute towards the reduction in the number of rough sleepers in the city by supporting the work of the Housing Options Advisors.
  - The Housing Options Service will be made more efficient through the effective day to day operation of administrative systems.
  - Properties advertised by registered providers will be allocated efficiently and in accordance with the city council's Allocation Scheme.
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## What we need from you

- Proven technical skills and ability in the role with a record of accomplishment for delivering outcomes
- Professional credibility through proven relevant experience
- Models and demonstrates our values and behaviours
  - Ability to provide excellent customer service that puts the customer first, dealing with a variety of customers in a constructive, supportive and reassuring way demonstrating a positive attitude.
  - Must be able to communicate effectively over the phone, by e-mail and face to face with both customers, colleagues and partners.
  - Proficient in use of IT including Microsoft Word, Outlook and Excel.
  - Ability to work under pressure, prioritising workload, managing multiple demands whilst meeting deadlines.
  - An understanding of the importance of confidentiality.

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Spirit  
of Salford

## Application Guidance

We are a values based organisation so reflecting our values or a values based approach in your evidence will support your application.

The 'Key outcomes', 'What we need from you' and 'our leadership behaviours' sections of the Role Profile are there to give you an understanding of what we would like to see reflected in your application. Don't give up if you are not able to reflect all of these in your application.

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# Spirit of Salford

## Our values

**Salford City Council**

# Our values

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## Pride

I'm proud of and committed to our city, its people, our work, and I demonstrate the 'Spirit of Salford' in everything I do.

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## Passion

I am optimistic and ambitious for the city and its people, being creative and positive about change and making the most of opportunities.

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## People

I respect and care for others, treating everyone fairly, listening and acting on the things people say.

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## Personal responsibility

I am honest, taking responsibility and ownership for my actions and decisions and using resources that I am trusted with wisely.

[intranet.salford.gov.uk/ourvalues](http://intranet.salford.gov.uk/ourvalues)

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