

## Job Description and Person Specification



<b>Job Title</b>	<b>Homelink Advisor</b>
<b>Job Grade</b>	This is a Level 5 post  This post is graded at Grade 3
<b>Reports to</b>	Homelink Support Manager
<b>Direct Reports</b>	None
<b>Other Resources</b>	None
<b>Role Purpose</b>	To assist in the operation of the HomeLink choice-based lettings scheme, taking specific responsibility for certain key tasks within the scheme. To maintain Nottingham City's Housing Register and give Housing Options advice in answer to enquiries from applicants to the Housing Register.
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• To register applicants for the HomeLink scheme, ensuring accuracy of placement within appropriate priority bands according to the allocations policy.</li> <li>• Verifying the qualification and eligibility of applicants for the scheme and liaising with area housing offices and other agencies in order to confirm applicant details.</li> <li>• Verifying the qualification and eligibility of applicants in accordance with the Nottingham City Allocation Policy and in line with current legislation.</li> <li>• To gather information and to carry out individual assessments to determine, qualification, eligibility and position on the Housing Register.</li> <li>• Liaising with local housing offices and HomeLink partners within the scheme to obtain accurate details about vacant empty properties, including photographs.</li> <li>• Applying eligibility criteria to properties which are due to be advertised, such as household size, bands eligible to bid etc.</li> <li>• Ensuring accuracy of advertising copy prior to despatch to advertising media.</li> <li>• Receiving and storing applicant information arising from waiting list reviews via area housing offices where a change in band may be necessary, and re- assessing banding.</li> </ul>

	<ul style="list-style-type: none"> <li>• Maintaining applications and computer records relating to the HomeLink scheme.</li> <li>• Dealing with allocations enquiries from agencies and customers, giving front line advice on the HomeLink scheme, and where appropriate, housing options advice.</li> <li>• Promoting HomeLink as a partnership, ie giving advice on Registered Provider (RP) partners' properties as well as NCH's.</li> <li>• Providing a high quality service to RP partners in all dealings with them.</li> <li>• To undertake all associated administrative duties including generating and answering correspondence and telephone calls, inputting and accessing computerised information and maintaining accurate and concise manual records.</li> <li>• To participate in the development of business and service improvement plans for the service.</li> <li>• To manage individual performance in order to achieve service area and Company targets.</li> <li>• To ensure that operational procedures are adhered to.</li> <li>• To promote excellence in the delivery of a customer focussed service.</li> <li>• To promote community cohesion recognising that NCH serves customers and communities from a wide range of diverse backgrounds.</li> <li>• To contribute to the effective running of the service area through attendance at meetings and training events as required.</li> <li>• To maintain up to date tenant profile information and ensure confidentiality of customer information within Data Protection and any other relevant legislation and guidelines.</li> <li>• To ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed.</li> <li>• Other duties which are broadly consistent with the job description and level of the post.</li> </ul>
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Created.....

Signed and agreed by the post holder..... date.....

## PERSON SPECIFICATION – Homelink Advisor

Requirements	Essential – E /Desirable - D
<b>Experience and knowledge</b>	
<ul style="list-style-type: none"> <li>• Experience of working in a housing environment and an ability to learn.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Knowledge of the principles of choice based lettings schemes and allocations policies</li> </ul>	E
<ul style="list-style-type: none"> <li>• Experience of working within an office environment, undertaking a wide range of administrative duties, including generating correspondence, filing, answering the telephone, maintaining computerised records and using various office equipment such as photocopiers, fax etc.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Understanding of financial regulations and company procedures/ standing orders.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare comprehensive written reports, spreadsheets and presentations.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Knowledge and experience of using IT as an analytical and management tool.</li> </ul>	E
<b>Skills &amp; Abilities</b>	
<ul style="list-style-type: none"> <li>• Ability and commitment to promoting excellent services and good practice</li> </ul>	E
<ul style="list-style-type: none"> <li>• Good interpersonal skills and a proven ability to communicate effectively at all levels.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Ability to develop and present written or verbal information in a clear and concise manner</li> </ul>	E
<ul style="list-style-type: none"> <li>• Able to demonstrate skills to improve services and performance for our customers, tenants and leaseholders.</li> </ul>	E
<ul style="list-style-type: none"> <li>• A proven ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies</li> </ul>	E
<ul style="list-style-type: none"> <li>• Ability to make accurate and timely decisions, often in pressurised situations and to act tactfully and with sensitivity and courtesy at all times</li> </ul>	E
<ul style="list-style-type: none"> <li>• Demonstrated firm but fair approach to managing, customer services and relationships, whilst maintaining a professional attitude.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Demonstrated self motivation, and able to work with minimum of supervision.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Demonstrated capacity to effectively organise, use own initiative to prioritise workload to ensure that tasks are completed in an efficient and timely manner.</li> </ul>	E
<ul style="list-style-type: none"> <li>• Ability to work effectively as part of a team.</li> </ul>	E

<b>Qualifications</b>	
• NVQ Level 2/3 in Housing Management, or willing to work towards a qualification.	E
• Or a part qualification of the Chartered Institute of Housing.	E
<b>Behaviours</b>	
• Demonstration of commitment towards personal professional development.	E
• Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required	E
• Proven ability to work to a high level of accuracy.	E
• Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Homes' Equality and Diversity Policy	E
• Ability to challenge discriminatory attitudes, statements and behaviour	E

**Author**.....**Date**.....