



ROLE DESCRIPTION

Role title	Home Moves Plus Officer		
Directorate	Communities		
Reporting to	Lettings Manager		
Grade	13		
Evaluation ref	SCT1417	Job Family Ref	
Role purpose			
<p>The Home Moves Plus (HMP) Project was established to make better use of the existing social housing stock in the Taunton and Wellington areas, and to mitigate the impact of Hinkley Point C's construction on the housing needs of local people by creating bed spaces in the area through downsizing.</p> <p>The role is responsible for reducing the number of under occupied households within Somerset Council's 'in-house' landlord housing stock, thus freeing up much needed accommodation for those who need it.</p> <p>If the role did not exist and tenant's circumstances change, they could find themselves living in accommodation that is no longer affordable to them and does not suit their needs. The Council will also have less ability to manage its housing stock in line with local priorities.</p>			
Key results area	Accountability		
Corporate Responsibilities	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		
Operational Service Delivery	<p>Engage frequently with tenants, their family, and friends, providing solutions to meet their housing needs.</p> <p>Responsible for ensuring relevant documentation is completed, for example: housing register application forms, tenancy agreements, tenancy termination forms, grant/tenant incentive forms and welfare benefit change of circumstances forms.</p> <p>Responsible for updating the housing management system with changes to tenancies.</p>		



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	<p>Responsible for determination of value of grants awarded under Somerset Council's Transfer Removal Grant scheme, ensuring all internal financial processes are followed, resulting in tenants receiving their payments.</p> <p>Create and deliver the following reports: periodic list of all the financial incentives awarded to tenants' year to date up to an annual value of £25,000, quarterly reporting on location data, case studies and issues, postcode monitoring, end of year and final reports.</p> <p>Subject to policy and guidelines the postholder will decide upon who is eligible and those who will be entitled to receive incentives including a grant payment, additional support, and assistance.</p> <p>Report concerns relating to the safeguarding of children, young people, or vulnerable adults in accordance with agreed procedures.</p>
Strategic Delivery / implementation /Coordination	<p>Successful delivery of this project enables Somerset Council to make long-term savings, and the strain on council services is reduced, as the need for on-going support for local people is decreased, resulting in bedspace creation and targeted support and financial services provided by the project.</p>
Performance Framework	<p>Ensure KPI's are met around creation of bed spaces and numbers of stakeholders supported.</p> <p>Improve self-service to customers on Homeswapper system, improving a tenant's ability to access another social home both within the local area and beyond.</p>
Project/Contract Management	<p>Liaise with commissioners i.e. the Hickley Point C (HPC) Solutions project, on actual service delivery outputs and outcomes against the performance criteria and targets.</p>
Stakeholder Engagement	<p>Engage with teams inside and outside of the Council, including Village Agents, Sheltered Housing Team, General Needs Housing Team, Lettings Team, Home removal companies, House cleaning companies, Grounds maintenance providers, Utility suppliers, Revenues and Benefits Team, DWP Universal Credit Team, Housing Associations, etc.</p> <p>Liaise regularly with the Housing Property Void Team to ensure all works are completed within specified deadlines.</p> <p>Co-operating with other local authorities and/or housing associations. Co-operating with key partners and the police to deter anti-social behaviour within neighbourhoods and agencies to deter domestic abuse.</p>



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<p>Regulation / Statutory compliance</p>	<p>Somerset Council's council housing is regulated by the Regulator of Social Housing who ensure all their registered providers deliver and maintain homes of appropriate quality that meet a range of need.</p> <p>Ensure all activities are statutory and regulatory compliant. The following is a list of regulatory standards the postholder will be required to adhere to: Tenancy standard; Transparency, influence and accountability standard, Safety and quality standard, Neighbourhood, and community standard; 1985 Housing Act.</p>
<p>Qualification/Knowledge/Experience/Skills</p>	
<p>Qualifications</p> <p>Essential Good general standard of education (minimum to GCSE standard or equivalent, including English and Mathematics). Evidence of continuing development of professional skills, e.g. through training, qualification and/or experience.</p> <p>Desirable Be a member of a professional body for housing i.e. the Chartered Institute of Housing.</p> <p>Knowledge and Experience</p> <p>Essential Knowledge of the demographics of the housing tenants, the local community and wider sub regional impacts, such as Hinkley Point, in respect of properties for letting and impacts on homelessness. Knowledge of income management work and best practice in a housing organisation context. Detailed and extensive professional and technical knowledge of allocations and lettings policy and practice. Detailed and extensive professional and technical knowledge of wider housing management policy and practice, housing law and best practice relating to neighbourhood and tenancy management. Working knowledge of Microsoft Office and housing applications (Open Housing System, Homefinder Somerset, Choice Based Lettings system, Home Swapper Mutual Exchange System) Knowledge of services across Somerset Council, for example Children's services, adult social care and community mental health.</p> <p>Desirable Experience of working with elected members or in a political environment. Knowledge and understanding of Health & Safety legislation and requirements. Experience of working in a social housing organisation.</p> <p>Skills</p>	

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Essential

Good customer service and communication skills.
 Able to value and promote equality and diversity.
 Able to build successful working relationships with a range on internal and external stakeholders.
 Have a flexible approach to changing deadlines.
 Persuasive and encouraging, adopting a coaching style to support customers.

Desirable

High degree of problem solving and decision making.
 Able to identify opportunities for further enabling and self-serve.
 Understand when to consult with others, including specialists.

Dimensions of role

Somerset Council's housing team manages 5600 social rented homes. Working within the Lettings Team the post holder will be responsible for identifying and helping council housing tenants who are under-occupying their current property to downsize.

The key objectives are to ensure the housing waiting lists are reduced, overcrowded households are provided with suitable alternative housing, increase the use of Homeswapper, Somerset Council's mutual exchange system, reduce overcrowding within the local housing sector, manage flow of new tenants into social housing, reduce the number of households in temporary accommodation and the cost, and provide better incentives for tenants to move and contribute towards creating sustainable communities.

The Homes Moves Plus post is entirely grant funded and is initially available up to 31st May 2024. It is likely that the funding will be extended.

The recommendations and/or decisions of the postholder on whether to rehouse vulnerable single people or families can lead to significant financial costs or savings for council services and or partner agencies. There can also be significant, long term, social gains or losses affecting the same in terms of mental health and wellbeing, education, and employment prospects. The work of the postholder is subject to constant interruptions from tenants seeking to gain priority for their own application or issue.

Notes

Competencies/attributes	Somerset Council has developed an attributes framework which will be a key component of the role; this can be found on the Council's website.
Working conditions:	Hybrid working with regular travel to tenant's homes across the districts of Taunton and Wellington. Conditions can sometimes be unkempt or be prejudicial to health and safety requiring the appropriate protective clothing to be worn and or mitigation action taken to manage risks.



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	The role requires a Basic Disclosure and Barring Service check to check for convictions and cautions that are unspent under the terms of the Rehabilitation of Offenders Act 1974.
Working arrangements:	The postholder will mainly carry out their duties and responsibilities during normal office working hours. Occasional evening and weekend work may be required.