



## JOB DESCRIPTION

<b>Job Title:</b>	Housing Triage Officer	<b>Job Number:</b> (HR use ONLY)	
<b>Department / Service:</b>	Housing/CSU	<b>Main location:</b> (i.e. where primarily based)	Council Offices, Farnborough Road, Farnborough GU14 7JU
<b>Hours of Work:</b>	30 hours Monday – Friday 8:30 – 14:30 Maternity cover 9 months – 1 year	<b>Post Restrictions:</b> (e.g. politically restricted and/or sensitive)	No
<b>Existing Grade &amp; Salary Band:</b> (Where appropriate)	G3	<b>Regulated Activity:</b> (i.e., DBS check required)	No

<b>Job Purpose:</b> (i.e., Context & summary of why the role exists)	<p>To work within the housing options team to manage incoming demand from the residents with a housing problem.</p> <p>This role is based in the Customer Services Team but predominately supports the housing options team.</p> <p>This role will also support aspects of Customer Services work.</p>
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## Main Accountabilities/Responsibilities

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### Main responsibilities:

#### Triage the phones to manage demand into the housing options team:

- Respond to phone calls from customers and take detailed information to pass through to the housing team.
- Identify those who are homeless or at risk of homelessness as set out in the procedural notes and triage appropriately.
- To receive and assist customers, via different access channels ensuring we listen, understand and respond appropriately to gain resolution.
- To process various payments for Council Services.
- To use a number of bespoke IT systems to manage all enquiries and provide information. Recording interactions on the Council's Customer Relationship Management system

- To understand and demonstrate customer focus taking ownership of enquiries.
- To work successfully in a team always showing commitment to the team and objectives
- Focus on day-to-day role actively seeking improvement.
- To undertake regular Customer Service training. Shadowing other departments and service areas to expand and update knowledge of Council operations, maintaining information and learning in an organised manner.
- To participate as required in the Council's Emergency Planning operations.

## 2 Housing Allocation Scheme:

- Respond to initial enquiries regarding how to join the allocation scheme through the allocation inbox.
- Enter basic householders' information into the data base. Name address and date of birth
- Advise customers on how the bidding system works and how to place their own bids.
- Where vulnerable customers are unable to place bids help them navigate the process or bid for them.
- Assist customers on the phone with Homefinder queries and password resets.
- See customers face to face at the request of manager only.
- Triage portal for potential homelessness demand

## 3 Safeguarding:

- Complete safeguarding referrals for telephone customers when required after discussion with manager.
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## Other Responsibilities/Accountabilities

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|---|---|
| 1 | Actively promote and model the council's values and behaviours.   |
| 2 | Take reasonable care of own health and safety, and that of other persons who may be affected by acts or omissions at work.  |
| 3 | Ensure that service delivery complies with current regulations, accepted professional standards, the Council's policies and procedures and current legislation, including that covering data protection, health and safety, safeguarding children, vulnerable adults, and equalities. |
| 4 | Undertake any other duties that are appropriate with the requirements of the post.  |

## Budget responsibilities (if applicable)

**Duties, Tasks & Activities – Describe the nature of any responsibility this post has for financial matters. (Egg: monitoring budget spreadsheet, small purchases, approving contracts).**

**Budget**  
(Provide details of the amounts involved and the extent to which these responsibilities are individual or shared with others). Please note where budget responsibility is stated,

**Indicative frequency**  
(i.e., how long, how often will this activity be undertaken).

	this will be verified with Finance to ensure approved responsibility.	
N/A	N/A	N/A

### Income responsibilities (if applicable)

<b>Duties, Tasks &amp; Activities</b>	<b>Income level(s)</b> (Provide details of the amounts involved and the extent to which these responsibilities are individual or shared with others)	<b>Indicative frequency</b> (i.e., how long, how often will this activity be undertaken)
N/A	N/A	N/A

**Confirmation:**

Budget Book check carried out by HR:

Date:

## Staff Reports & Responsibilities

Reports	Title(s) or staff number	Grade	Level of mentoring, supervision and/or responsibilities
Responsible to	Mary Timms Jermaine Pinto	G6	Day to day management
Responsible for	N/A		

## Structure chart



# PERSON SPECIFICATION

## Education, Training and Qualifications

<p><b>Describe the requirements of the job &amp; how this will have been acquired. Ensure you state whether the post requires a qualification &amp; at what level this is required. For example: GCSE, A-Level, NVQ, Degree etc.</b></p> <p><b>This section should also be used to outline the level of training required to complete the job &amp; how this training will usually have been acquired. (i.e., on the job training, professional CPD etc).</b></p> <p>(* items marked essential should form the basis of shortlisting criteria in Recruitment &amp; Selection, &amp; only applicants with the Essential requirements should be interviewed in a competitive situation). Give careful thought as to whether a qualification is essential or whether other training/experience would be acceptable as an alternative to a qualification.</p>	<p><b>(E)essential or (D)desirable</b> *</p>	<p><b>How will this be assessed for new applicants:</b> (i.e. (A)application form / (I)interview / (T)tests or (App)raisal)</p>
Educated GCSE English or equivalent	E	A
Knowledge of Rushmoor's housing scheme: Familiarity with housing allocation schemes and processes would be advantageous in assisting customers with Homefinder queries and allocation scheme enquiries.	D	A
Safeguarding awareness: Understanding of safeguarding policies and procedures is necessary to complete safeguarding referrals for customers in vulnerable situations.	D	A
Experience of working with Microsoft packages including word, excel and teams	E	A
<b>Knowledge, Skills and Aptitudes:</b>		
Excellent interpersonal skills. Able to communicate effectively at all levels both verbally and in writing to gain resolution. Ability to adapt different styles to suit the audience and situation.	E	T, I
Have well developed listening skills and the ability to get key information from a story	E	A, I
Responds quickly to challenging and changing situations. Welcomes new ways of working to improve customer experience.	E	I
Understands what it is to be customer focused and can demonstrate how to exceed customer expectation	E	A, T, I
To be aware of customer demand and be flexible meeting that demand.	E	A, I
Good general knowledge of IT systems and keyboard skills	E	A, T
Able to develop clear conclusions which are supported with reasoned discussion and evidence	D	I
The ability to work successfully in a team always showing commitment	E	A, I
To be able to have skilful conversations with colleagues and peers reflecting Rushmoor's Values and Behaviours	E	I
<b>Experience:</b>		

Previous experience of working in a customer service environment	<b>E</b>	<b>I</b>
Experience of taking payments over the phone	<b>D</b>	<b>A</b>
Experienced at making decisions in challenging circumstances	<b>D</b>	<b>I</b>
<b>Personal Qualities:</b>		
Be resilient and able to switch off from work	<b>E</b>	<b>A</b>
Self-motivated with a can-do attitude and an ability to use own initiative ensuring ownership of customer	<b>E</b>	<b>I</b>
To be open to feedback, ability to reflect, learn and progress	<b>E</b>	<b>I</b>