Knowsley Council

Job description			
Job title	Choice Based Lettings Advisor		
Grade	F		
Directorate	Place		
Service/team	Choice Based Lettings, Housing & Property		
Accountable to	Team Leader – Choice Based Lettings		
Responsible for	not applicable		
JE Reference	A5303	**Date Reviewed**	1st August 2024

Purpose of the Job

The purpose of the Choice Based Lettings service is to provide and maintain a housing needs register in order to facilitate the allocation of social housing accommodation for Knowsley residents.

The role of the Choice Based Lettings Assessor is to be responsible for the administration of the Choice Based Lettings service in such a way that complies with the Council's statutory duties. This will include supporting with the management and operation of the Council's housing register and allocations policy, as currently set out in the Property Pool Plus (PPP) Allocations Scheme. They are also responsible for providing services available to all applicants who require assistance to participate in the Property Pool Plus scheme.

This job will require a commitment to continuous quality improvement: achieving performance targets: a customer driven attitude: flexibility in approach to work, positive attitude to change and awareness of the priorities and objective of the service.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To undertake a full range of administrative duties in relation to Choice Based Lettings to support delivery of the function and to provide a consistent service to customers.

2. Supporting customers where required which may include supporting them to apply to join the housing register, provide assistance and advice on obtaining and providing information/ documentation required to support their applications, respond to general queries regarding Property Pool Plus by email or letter within the prescribed time limit, facilitating and supporting applicants to bid for available Registered Provider properties that may be advertised through the Property Pool Plus scheme. Support will be provided through a range of options including home visits where required.

3. Processing of housing applications received through the Property Pool Plus scheme to enable applicants to access the housing register and provide a consistent service to all customers. This includes but is not limited to understanding and applying the Property Pool Plus policy, working collaboratively with internal and external stakeholders and signposting to specialist support agencies where appropriate.

4. Support with the administrative tasks associated with advertisement of vacant properties on behalf of Registered Providers to ensure that the advert complies with the requirements of the Choice Based Lettings scheme. In addition to provide advice to applicants around the allocations process when requested.

5. Ensure that systems are updated with accurate and up to date information so there is a clear view of the status of customer requests.

6. Identify opportunities to improve processes and work with the Team Leader to implement them. This includes but is not limited to User Acceptance Testing for system upgrades where required.

7. To support with the provision of timely and accurate performance information in order to meet performance, targets and standards as set for the service.

8. Monitor and manage the Council's nomination agreements with partner Register Providers of Social Housing.

9. Using information technology daily, e.g., word, excel spreadsheets, database, email, internet and all software used by the system.

10. To meet performance, targets and standards as set for the service.

11. Follow all council policies and procedures in accordance with the role and attend mandatory training when requested.

12. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.

13. To work flexibly as a member of the Strategic Housing team, responding to the changing demands of varying workloads. Must demonstrate a

keen commitment to customer care and work in partnership with other teams across the council to deliver the required level of service.

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Behaviours



Always looking for better ways to do things better

Taking ownership and delivering on commitments

Working together to achieve the best outcomes

Helping others succeed and thrive

Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.

- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.

- Report actual or potential security incidents.