

Job Profile Information: Housing Needs Reviews Officer

This supplementary information for *Housing Needs Reviews Officer* is for guidance for Job Level 3 Zone 2

Camden Way Category 3

It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee's contract of employment.

Role Purpose:

To carry out statutory reviews of decisions made under parts 6 and 7 of the Housing Act 1996. To assist the housing needs group to improve its services by investigating and responding to enquiries from members and formal complaints.

Example outcomes or objectives that this role will deliver:

- Carrying out statutory reviews of decisions made under parts 6 and 7 of the Housing Act 1996.
- Investigating and responding to complaints at the local resolution stage of the formal complaints process.
- Investigating and responding to enquiries from members about the services provided by the housing needs group to customers.
- Carrying out the above work to the highest standard, seeking satisfactory resolutions to complaint/enquiry/review, at minimal cost and in good time.
- Identifying learning points and improvements from the above work and ensuring these are followed through.
- Ensuring high quality information is available for customers, and assuring them that their cases are considered carefully.

People Management Responsibilities: None

Relationships;

- Excellent team working with colleagues in housing needs reviews team to ensure overall team targets are achieved.
- Direct communication with customers and their elected or other representatives, including lawyers and advocates.
Close liaison with officers and managers within the housing needs group, to ensure and promote good understanding of the group's work and services.
- Cooperative and positive relationships with officers in legal and democratic services; with officers in other services investigating complaints and enquiries; and with data protection and freedom of information officers.

- Cooperative and positive relationships with all officers in relevant teams and services within the council and with all relevant external partners.

Work Environment:

A flexible working environment, office based (with hot-desking), working from home is supported, occasional attendance at meetings internally and externally, and court.

Technical Knowledge and Experience:

- Excellent Knowledge and working experience of parts 6 and 7 of the Housing Act 1996, of amending legislation and regulations, of government guidance and related guidance and legislation
- A good grasp of basic principles of administrative law and how these work in practice
- Knowledge of Camden's allocations scheme
- Understanding of the role of formal complaints and the ombudsman
- Experience of providing or ensuring high standards of customer service
- Understanding of the political structure of council and the role of members
- Experience of demonstrating high standards of casework and in coming to careful and fair conclusions about these
- Experience of learning lessons for improvement from casework
- Understanding of data protection, freedom of information
- Understanding of equality legislation and experience of working for a diverse community
- Experience of adapting to different IT systems

Camden Way Five Ways of Working

In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

- Deliver for the people of Camden
- Work as one team
- Take pride in getting it right
- Find better ways
- Take personal responsibility