

Job description

Job title:	Housing Register Assessor
Grade:	Level 1 post: Grade 8 Level 2 post: Grade 9
Job evaluation reference:	BC605a/b
Job family:	Buildings & Construction

Purpose and impact

- Processing and assessment of housing register applications to the housing register in accordance with the Housing Allocation Policy. Providing a written decision that is evidenced and subject to review.
1. To actively make a positive and professional contribution in the provision of a frontline Housing Register and Choice Based Lettings Service.
 2. Prioritising applicants that require escalation including those at risk of homelessness, vulnerable adults and those that have experienced domestic abuse.

Key responsibilities

3. In-depth assessment of the Housing Registers in accordance with the Dorset Council Housing Allocation Policy:
 - Requesting and checking information provided by the customer to establish eligibility and qualification to join the housing register in accordance with the Housing Allocations Policy.
 - Assist and support vulnerable clients to apply to the housing register and with all aspects of the Home Choice Scheme.
4. To be the first point of contact for the customer and respond via email and telephone in a timely manner.
5. Recording accurate details of all contact with the customer or related services on the housing software system.
6. Undertake correspondence in connection with the duties of the post. Ensure good quality, comprehensive, written and verbal information is provided to applicants on housing related matters.
7. Liaise internally and externally with other services, agencies, and individuals in connection with the duties of the post. Handling sensitive information in a confidential and professional manner.
8. Produce good quality data, which is reliable, accurate, complete and timely. Ensure all data and information is securely stored and confidentiality is maintained.
9. Observe equality and diversity practices and procedures and promote equal opportunities at all times.



Key responsibilities (Level 2 post holders)

In addition to the above, key responsibilities for Level 2 post holders are:

10. To communicate and explain to customers and colleagues on matters relating to the Dorset Allocations Policy, allocations, bidding, applications and the housing software system.
11. To provide housing advice regarding the housing register, and any associated housing issues to the customer and members of the public.
12. Assist and support vulnerable clients to apply to the housing register and with all aspects of the Home Choice Scheme, including face to face meetings with the customer in libraries and local offices.
13. Assist the responsible officer to co-ordinate responses to complaints, Councillor and MP enquiries, Freedom of Information or Subject Access Requests.
14. Attend Team Around the Family and Child in Need meetings.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Progression to Level 2 / Grade 9:

Subject to review and agreement with the line manager, progression to Level 2 / Grade 9 is dependent upon meeting the Level 2 criteria set out under Key Responsibilities and the Person Specification.

Supervision and management

Reporting to: Team Leader – Housing Register

Responsibility for: No supervisory or line management responsibility

Other factors

15. A Basic DBS check is required.
16. The ability to converse at ease with customers and provide advice in accurate spoken and written English is essential for the post.

Our values

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations Required by law or essential to the performance of the role or both	Assessed through:
1. A Benchmark of 3 GCSEs (or equivalent) including Maths and English, at Grade C or above, or able to demonstrate relevant experience	Application form
Experience	
2. Experience of and ability to work with professionals from different disciplines	Application form
3. Experience of working for a Local Authority/Housing Association/Voluntary Sector	Application form
4. Level 2 posts: Significant experience of working within a housing register service	Application form
Knowledge	
5. Competent in the use of Microsoft Office including Word and Excel	Application form Interview Assessment
6. Level 2 posts: Knowledge of housing legislation and the Housing Act 1996 Part 6 and Part 7	Application form Interview Assessment
Skills and abilities	
7. Ability to process and maintain electronic mailboxes	Interview Assessment
8. Good customer focussed skills with the ability to listen and advise customers	Interview Assessment
9. Good verbal and written communication skills	Interview Assessment
10. Ability to work with all sectors of the community	Interview Assessment
11. Good numeracy skills with attention to detail	Interview Assessment
12. Ability to work effectively and flexibly as part of a team with minimum supervision	Interview Assessment
13. Ability to work on own initiative	Interview Assessment
14. Ability to deal confidently with difficult and vulnerable customers	Interview Assessment
15. Good investigative, interpretation and problem-solving skills	Interview Assessment
16. Enthusiastic and self-motivated	Interview Assessment
17. High level of integrity and able to maintain confidentiality	Interview Assessment



18. High level of resilience and ability to keep calm under pressure	Interview Assessment
19. Ability to organise and prioritise work under pressure	Interview Assessment
20. Empathetic, sensitive and non-judgemental	Interview Assessment
Our values	
21. Respect	Interview Assessment
22. Together	Interview Assessment
23. Accountability	Interview Assessment
24. Openness	Interview Assessment
25. Curiosity	Interview Assessment
Other	
26. A Basic DBS is required	Application form
27. Ability to fulfil the travel requirements of the role	Application form

Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

Qualifications, training or registrations	Assessed through:
28. Customer Services NVQ 2 or above	Application form
29. Level 2 posts: Chartered Institute of Housing Qualification Level 3 or above	Application form
Experience	
30. Experience of working in a front-line team dealing with customers both face to face and in writing	Application form
Knowledge	
31. Level 2 posts: To have knowledge of an allocations policy or working within a policy framework	Application form Interview Assessment

Approval

Manager's job title: Service Manager for Housing Register & Lettings
Date: Updated April 2025

