



Post Title: Homelessness Review Officer

Grade: G

Job Purpose

To promote the Council's vision, values, aims, objectives, and priorities actively and effectively, putting our citizens first through the delivery of best value services.

Will be responsible for carrying out thorough investigations of reviews requested under Part 7 of the Housing Act 1996 as amended by the Homelessness Act 2002 and the Homelessness Reduction Act 2017, ensuring that all review decisions are legally robust and are issued within statutory guidelines

Individual Leadership Expectations

As an Officer of the Council, you will be expected to demonstrate our core behaviours, linked to the following four themes:

- **Individual Leadership:** by putting our citizens and customers first, delivering against your objectives, helping to set direction, and putting forward ideas for improvements.
- **Equality Diversity & Inclusion:** by ensuring we consider the needs of all NCC citizens in our work, show respect for others, upholding and adhering to the Council's Code of Conduct.
- **Change & Innovation:** by being creative, delivering change when needed, sharing problems, and helping to bring forward suggestions for improvements.
- **Collaboration:** by working well with others, identifying the needs of colleagues and others to deliver great services and by being a good communicator who works well with a range of audiences.

Specific Duties

1. To ensure that the Council meets its legal responsibility to carry out enquiries into reviews requested under Part 7 of the Housing Act 1996 as amended, and Homelessness Reduction Act 2017 taking into account relevant codes of guidance and case law
2. Investigate and assess applications for review of statutory homelessness decisions and other matters subject to review, making enquiries as necessary to determine the extent to which the Council has fulfilled its duties and powers
3. Effectively manage a review caseload with full regard to the individuality and detail of those cases whilst concluding outcomes within target timescales.
4. To interview housing applicants seeking review (including under additional regulations) and keeping full and accurate records of such interviews



5. To visit and assess accommodation to determine reasonableness and suitability, having regard to suitability regulations and applied criteria as well as the specific needs of citizens
6. Decide reviews, issuing relevant decision letters, as legally required and within deadlines, keeping other records necessary to provide adequate and auditable casework management
7. To gain and develop a robust interpretation of complex legislation and the statutory duties of the Council on relevant legislation and enactment of law and ensure implementation of any subsequent changes arising from amendments in statute and guidance
8. Deliver regular team meetings to address legal developments, technical decisions, casework and operational issues, providing sound and up to date information and recommendations for changes in practice
9. To maintain the Council's records systems in relation to requests for assistance with housing, including homeless persons applications, housing applications and actions in relation to private and other landlords
10. Upon receipt of legal challenge, and working closely with the Council's legal team, consider the merits of the case, associated risks and agree an appropriate course of action
11. Actively promote and embed Equality, Diversity, and Inclusion through all actions and in accordance with the organisation's EDI strategy and objectives.
12. Contribute to our corporate responsibility in relation to climate change by taking action and limiting the carbon impact of activities within your role and championing this work.
13. To act as daily duty officer and out of hours duty on a rota as required

Numbers and grades of any staff supervised by the post holder:

None

All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

Produced by Debbie Richards

Date July 2023



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AREA OF RESPONSIBILITY	REQUIREMENT	MEASUREMENT		
		A	AC	D
Individual Leadership	Takes personal accountability for own development.		✓	
	Drive and motivation, ability to deliver against challenging objectives.	✓	✓	
Change and Innovation	Confidence and ability to put forward ideas for change.		✓	
	Ability to be creative, to be able to identify problems and work to create solutions.	✓	✓	
Collaboration	Evidence of working successfully in partnership across different sectors, building and maintaining good working relationships.		✓	
	Evidence of actively working with others to improve collaboration internally and externally.	✓	✓	
Equality, Diversity, and Inclusion	An understanding of why it's important to consider equality, diversity, and inclusion in all that we do.	✓	✓	
	Demonstrating personal commitment to the equality, diversity and inclusion challenges faced by our workforce and Nottingham's people.	✓	✓	
Service Delivery	Commitment to providing a high quality, customer focussed service		✓	
	Experience of working in a pressurised service	✓		
	Ability to monitor, review and maintain casework administrative systems, both computerised and manual	✓		
Technical Skills and Knowledge	Comprehensive and up to date working knowledge of Homelessness and associated legislation and able to advise colleagues and decide any duties owed to citizens for the Authority	✓	✓	
	Comprehensive and up to date working knowledge of housing legislation in both the public and private sector.	✓	✓	
	Experience of dealing with legal challenge from advocates, including injunctions, Judicial Review, Appeals to the County Court, Statutory Reviews of Homelessness decisions	✓	✓	
	Good working knowledge of welfare benefit rights and income maximisation	✓	✓	



	The ability to assess property for space, design, state of repair and location for suitability	✓	✓	
	An ability to represent the service at Court in matters relating to review decisions	✓	✓	
	Ability to write complex letters and produce reports	✓	✓	
Managing data and IT	Understanding of data protection, customer confidentiality and information sharing as it relates to this role	✓	✓	
	Ability to use a range of IT software packages	✓		
Other Work Related Circumstances	Must be flexible and prepared to work outside of office hours and at various locations as required, and according to service need	✓		
	Satisfactory DBS at an enhanced level			✓
A - Application	AC – Assessment Centre	D – Documentary		