

<b>ROLE TITLE</b>	Assessment Officer
<b>DEPARTMENT</b>	Empty Homes and Lettings team
<b>DIRECTORATE</b>	Customer Services
<b>RESPONSIBLE TO</b>	Empty Homes and Lettings Team Manager
<b>RESPONSIBLE FOR</b>	N/A

#### **ROLE PURPOSE**

To work as part of a multi-disciplinary Empty Homes and Lettings team, to manage and let empty homes, minimising financial loss and providing excellent customer focussed services to internal and external customers.

To ensure empty homes are let within agreed targets and in line with relevant policies and process, with a focus on sustaining tenancies.

To make risk based decisions, using best judgement to assess applications and make informed decisions on allocations and offer of a home. This is done using a risk-based assessment process and 3rd party data, to support decisions and tenancy sustainment. Ensuring affordability and “rent first” culture is key to decision making.

To work with the Tenancy Sustainment Service and external parties to identify mitigating actions and support to ensure customers succeed in their tenancy and reduce tenancy failure and financial risk for Orbit and customers.

#### **ACCOUNTABILITIES / RESPONSIBILITIES**

- Work as part of a multi-disciplinary team to plan and coordinate to let good quality homes for customers in effective timescales, minimising financial loss. Including ability and willingness to carry out relevant tasks required for whole process.
- Liaise with internal teams and external agencies to ensure a prompt turnaround of empty homes. Including handover of new build developments. Ensure agreed processes are followed
- Ensure full assessments are carried out with all customers by use of telephone interview, assessment tools and 3<sup>rd</sup> party information, to ensure affordability for the customer and sustainment of tenancy in line with policy, process and legislation.
- Work directly with 3<sup>rd</sup> party support networks and external/ internal teams to gather full information to enable a thorough assessment of the customers circumstances and coaching / support needs to reduce the risk of tenancy failure.
- Responsibility to constructively challenge external agencies to enable a full detailed evidence-based assessment for every customer and ongoing support requirements.
- Good working knowledge of welfare reform and benefit entitlement and keep up to date with relevant changes in welfare benefits and legislation.
- Identify risks to tenancy sustainment and mitigate these by identifying need to refer to Tenancy Sustainment Service, or external agencies.
- Make informed and evidenced based decisions on whether a tenancy can be offered, with or without support, or not at all.
- Establish good collaborative working practise and partnerships with local authority Housing Option and Homelessness teams and promote Orbit’s Tenancy Sustainment model.
- Good working knowledge of relevant legislation, the including Homelessness Reduction Act and housing allocations banding and qualifying criteria

- Verify, record and process accurately and within specified timescales, all relevant information for assessing applicants and managing and letting empty homes
- Meet or exceed service standard and key performance indicators associated with the role.
- To contribute to the continuous improvement of performance and service delivery, by identifying barriers and promoters of efficient ways of working and improving the customer experience
- Participate in learning and development activities that promote personal effectiveness and improving performance in the role.
- Comply with internal Audit requirements and external regulatory and statutory requirements.
- Ensure confidentiality of information and adherence to information governance
- Undertake any other duties as may be reasonably required in line with the level of responsibility of the post in order to meet the changing needs of the team, or organisation.
- Responsible for health and safety requirements as a staff member.

**KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS**

Essential	<ul style="list-style-type: none"> <li>• Excellent numeracy, literacy and communication skills</li> <li>• Educated to GCSE level or equivalent in England and Mathematics.</li> <li>• IT literate and proficient in the use of Microsoft Office software.</li> <li>• Experience of carrying out customer assessments</li> <li>• Good understanding of multi-agency work, mental health awareness, substance misuse, welfare benefits advice, vulnerabilities and or support needs</li> <li>• Ability to carry out a dynamic interview technique</li> <li>• Flexible team colleague with a focus on team task approach to meet the needs of the customer and organisation</li> <li>• Ability to work to tight deadlines and manage high volumes of work</li> <li>• Commitment and understanding of how to deliver excellent customer service</li> <li>• Previous experience in a customer service environment.</li> <li>• Undertake any other duties as may be reasonably required in line with the level of responsibility of the post in order to meet the changing needs of the organisation.</li> </ul>
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Orbit is an Equal Opportunities Employer and all staff are required to read and adhere to Group and local policies and procedures relating to Equality and Diversity.

Orbit requires all employees to read and adhere to Health and Safety policies and procedures.

Orbit requires all employees to read and adhere to all Orbit policies and procedures and Standing Orders.

Signed by Employee		Date	
Signed by Manager		Date	