Your role is to provide a comprehensive allocations service; from processing a customer’s application and answering any queries regarding the process to enabling whg to let their empty homes efficiently, speedily and sustainably.

**Housing Advisor (Allocations)**

Ensure the highest levels of customer service are provided throughout the customer journey.

**What are my key responsibilities?**

Allocate homes in accordance with whg’s Allocations Policy.

Maintain an accurate, up to date housing register.

Ensure that empty properties are let sustainably, efficiently and quickly, whilst delivering great customer service.

Effectively advertise and market whg homes.

To provide accurate and timely information to customers regarding their application and to answer any queries they may have.

Work in partnership with local authorities in the allocation of homes to local people.

To accurately produce tenancy agreements and other documents that are needed to enable sign-ups to be completed.

Accurately maintain all lettings data within agreed performance and financial targets.

Process mutual exchange applications in accordance with legislation and whg’s mutual exchange policy.

Work closely with internal teams to ensure that vacant properties are promptly let.

Support the team in achieving overall targets for letting properties.

Review working practices on a regular basis, ensuring continuous improvement and a high level of service to our customers.

Deliver against KPI’s and individual targets set.

**Relationships**

The post holder reports directly to the Assistant Manager.

You are required to support and engage with all parts of the organisation, working across teams and at various levels. You will need to develop and maintain effective working relationships which will enhance service delivery, working collaboratively with teams in your designated area of responsibility and the wider organisation.

Outside whg you will work with partner agencies such as Local Authorities, Supported Housing, Social Services and other Housing Associations.

**Role Requirements:**

There are certain qualifications and experience that we are looking for to operate effectively as a Housing Advisor, specifically:

* A good standard of education at Level 2 (Grade C or above) or equivalent.
* Recent and relevant experience of working in an allocations environment of Social Housing.
* An awareness of current legislation and issues affecting the Housing Sector and welfare benefits.
* Experience of dealing with customers face to face in one to one situations.
* A customer focused approach, with effective communication skills.
* The ability to provide comprehensive information and direction when dealing with enquiries whilst adopting a collaborative approach.
* Experience of managing a caseload with the aptitude to respond to conflicting pressures and demands with limited support and guidance whilst paying attention to detail.
* The ability to use IT software and packages proficiently.
* Experience of interpreting information and producing detailed written documentation.
* An ability to handle pressure, sensitivity and conflict in a calm and confident manner.
* An ability to accept responsibility for decisions taken and working on own initiative, within guidelines.
* The ability to respond quickly to changes that will impact upon service delivery.
* The ability to challenge the current ways of working and make recommendations for improvement.
* The ability to work flexibly as and when required.
* A commitment to continuous professional development.
* Recent and relevant experience in the Social Housing sector.

**whg’s values and behaviours**

At whg we have an ambitious aim to be an exceptional place to work that attracts, develops and retains talent. We recognise that our success as a business depends largely on the quality and commitment of our colleagues; our values set out in the 2030 Plan identify the behaviours that we expect all colleagues to display.

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| A blue circle with white hands in it  Description automatically generated | Trustworthy  You can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | Accountable  Taking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | Excellent  Striving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | Respectful  Valuing people and treating everyone with empathy and fairness. |