



Housing Options Officer

Post number: HSG047

Grade: Scale 6

Date: October 2026

Service area: Housing & Community Advice

Reports to: Housing Options Team Leader

Job profile

Purpose

Provide a high-quality, face-to-face homelessness prevention service for people in East Cambridgeshire, including mediation with landlords and families.

Provide housing advice to the public as part of the Housing Advice team. This includes delivering front-line advice and assistance through the duty rota and managing a housing advice caseload.

Liaise with private and public sector landlords and their representatives, develop services for people with special needs, and advise customers on all available housing options. Investigate and determine homelessness applications to ensure the Council meets its statutory obligations. Support policy implementation, particularly the continued development of the housing options approach within the Housing Advice service.

The role requires resilience, strong planning and organisational skills, and the ability to thrive in a high-pressure, fast-paced environment where each day brings different challenges.

Dimensions

The post holder will report to the Housing Options Team Leader. The post holder will not directly be responsible for managing staff or budgets.



Main duties and responsibilities

1. To manage a caseload of housing advice cases with the aim of preventing homelessness or securing other options to meet client's needs. This will often require complex investigations, working independently and on your own initiative and will need you to assess a wide variety of circumstances and make judgments based on complex legislation and case law.
2. Considering and assessing homeless applications in accordance with the Housing Act 1996 Part 7 as amended by the Homeless Reduction Act 2017. Referral of cases to other sources of assistance where appropriate e.g. social care and health, lettings agencies, community, and voluntary advice organisations.
3. To carry out full advice and assistance interviews with homeless applicants at Drop ins, booked and telephone appointments work to assess and investigate the circumstances of each case to determine the Council's responsibilities under the homelessness legislation. This will often involve complex, lengthy and detailed investigations and requires a detailed knowledge of homelessness law, tenancy law and asylum and immigration legislation.
4. To assess housing applicants to ensure information given is correct, liaise with other local authorities, statutory partners, and other organisations within the framework of Housing Act 1996 Part VI (allocations), recording all relevant information including face to face and telephone conversations.
5. To keep abreast of legislation and good practice in finding holistic solutions for people suffering from domestic abuse or other forms of harassment, and to work with other agencies through ASB groups, POPO, MAPPA and other multi-agency bodies to find the best solutions for both victims and perpetrators of abuse and violent crime, including sex offenders.
6. To work with homeless families and families in housing need to ensure that they maximise their opportunities to bid for suitable properties using the Choice Based Lettings scheme, to assist in ensuring the efficient operation of the Choice Based Lettings scheme and to monitor and review the progress of homeless applicants in securing housing through the scheme.
7. To liaise with other statutory and voluntary agencies including social care, probation, police and sub-regional specialist groups regarding housing advice and housing related matters and to take part in meetings with other agencies in specialist areas as directed by the Housing and Community Advice manager and Team Leader. This will include developing expertise in particular fields, such as domestic abuse, mental health or substance abuse, to contribute to the pool of specialist expertise within the housing team.



8. To assist as necessary in the provision of advice in emergency outside of office hours, taking and dealing with telephone calls and arranging temporary accommodation in accordance with the Council's policy.
9. To assist in the promotion and administration of the rent deposit and tenancy support schemes. To refer applicants to these schemes as appropriate and to carry out risk assessments of clients for Sanctuary Housing and other agencies.
10. To collect statistical data and carry out research tasks and general clerical and administrative duties as needs are identified and to assist in the development and maintenance of good practice in all aspects of the housing advice service.
11. To assist with providing publicity and education about homelessness and to undertake to develop specialist skills and expertise in areas of housing and related work to be decided in consultation with the Housing and Community Advice Manager.
12. To participate in training exercises in support of the Council's preparations for responding to civil emergencies within the district.
13. To be willing to undertake a CIH Diploma in housing (funded by the council) and Associated training courses.

Special conditions

The post is full time (37 hours) and permanent

Pre-employment checks

DBS

Business Travel

Casual car user



Person specification

Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
4 GCSE's (grade C/grade 4 or above) or equivalent, including English and Maths	Essential	Application
CIH Housing Certificate	Desirable	Application

Experience

Description	Essential or desirable	Assessed through the application form or through the interview
Previous Housing Options casework experience	Essential	Application
Previous experience of using Locata	Desirable	Interview
Experience of working in Local Government	Desirable	Application



Knowledge, skills and abilities

Description	Essential or desirable	Assessed through the application form or through the interview
Knowledge and understanding of the main functions of the Housing/Homeless Reduction Act	Essential	Interview
Awareness and understanding of GDPR and data protection	Essential	Interview
Experience of working with people who have complex needs, including mental health, drug/alcohol dependencies and offending behaviour	Essential	Interview/Application
Clear and concise verbal and written communication to interact with clients, managers, and external parties	Essential	Interview
Knowledge of welfare benefits available	Desirable	Interview
Proficiency in Microsoft Office and willingness to be trained on the Council's IT systems	Essential	Interview
Ability to manage sensitive information and maintain confidentiality	Essential	Interview
Excellent organisational skills to ensure deadlines are met	Essential	Interview
Experience of working with clients both face to face and over the telephone	Essential	Interview
Experience working in a busy and pressurised environment	Essential	Interview



Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Positive and approachable	Essential	Interview
Supportive and empathetic	Essential	Interview
High level of attention to detail	Essential	Interview
Team player	Essential	Interview
Discreet and tactful	Essential	Interview