

Role Title	Reviews Officer
Job Family	Residents Services
Competency Level	Principal Officer/Manager
Pay Range / Scale	P03
Purpose To provide a high quality s202 Housing Act reviews service to ensure full compliance with statute, case law and good practise. To ensure that the Reviews service is customer focused and efficient, to protect the service from litigation and to ensure customers receive the right decision, within target deadlines. To deal with reviews in connection with part 6 of the Housing Act 1996.	
Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural

	updates. Service standards are improved.
Work closely with others to support/Manage the development and delivery of improvements in processes and procedures.	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues. Agreed improvements are developed, delivered and evaluated. Issues and recommendations are brought to the attention of senior managers. Benchmark against best practice authorities and centres of excellence.
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales. Evidence based recommendations are made.
Manage a portfolio of Projects and Reviews. Lead on specific projects as required.	Projects are delivered to agreed specification, timescales and budgets. Change initiatives are successfully integrated and implemented across all impacted service areas. Value for money is achieved. Ongoing savings secured.
Co-operate with and support colleagues.	Colleagues are supported. Required information is provided.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.

Job Specific Accountabilities:	Outcomes/End Result
To conduct all statutory reviews received by the Housing Solutions service under section 202 of the Housing Act 1996; to issue robust decision letters in respect of concluded reviews within statutory timescales; to provide expert input into County Court appeals and other legal challenges received by the service	Compliance with legal framework for reviews and appeals Temporary accommodation costs minimised
To liaise effectively with customers and their legal representatives to agree extensions to the review period where appropriate; to ensure that customers, Legal services and other stakeholders are notified promptly of outcomes	Reduced scope for further challenges
To issue review decision letters in connection with parts VI & VII of Housing Act 1996, Homelessness Reduction Act 2017 and subsequent related legislations which are clear, concise and adhere to public law principles; to ensure decisions are notified to colleagues so that temporary accommodation can be repossessed and other follow-up actions taken.	Best practice followed Council's interests protected .
To work closely with Legal services to take advice on relevant issues; to recommend to the Reviews Manager an appropriate response to County Court appeals arising from review decisions.	Compliance with legal framework Appropriate controls for legal costs
To provide witness statements and	Compliance with legal framework

other documentation and to attend Court and give evidence as necessary in all relevant proceedings	
To issue decisions on the provision of temporary accommodation during reviews and appeals based on the merits of the case; to engage in other legal correspondence as required by the service in relation to judicial review cases, letters before action, etc.	Appropriate response provided for all legal challenges
To provide constructive feedback to officers and their managers when closing cases, when it has not been possible to uphold the first instance decision; to assist the Reviews Manager in providing legal updates, guidance and training to officers across the service	Reduced scope for future challenges. Improvements in decision-making
Working with the Trainee Reviews Officer to ensure full and accurate records of all legal challenges are maintained and the service's database is updated with details of all relevant developments in these cases	Effective business process Avoidance of complaints and further challenges Relevant information available to all teams

Nature of Contacts

Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding
May involve direct contact with members of the public.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

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Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others. Decisions will be made based on Council procedures. Reports to Reviews Manager.
Key Facts and Figures Reports to; Reviews Manager Responsible for; n/a
Budget Responsibilities: N/A
Knowledge, Skills and Experience Commitment to high standards of customer care and the ability to deal sensitively with a wide range of customers Ability to communicate effectively to a broad range of stakeholders Experience of drafting and writing complex correspondence and reports in a casework setting / housing needs service. High level of IT skills working with a data base and software applications to produce letters and reports effectively Ability to negotiate effectively and to work flexibly with advocates and others to defend the Council's interests Understanding of public law principles and the ability to write detailed / robust review decision letters setting out in full the basis of the decision Up-to-date expert knowledge of homelessness legislation, guidance and caselaw, and knowledge of the broader housing environment Ability to work constructively with other services and agencies and to negotiate successful outcomes for customers and the service. Ability to spot weaknesses in decision making / recommend appropriate action Knowledge of County Court procedures / section 204 appeals.
Indicative Qualifications 5 GCSE's or equivalent qualifications including Maths and English

Resourcing

Budget Responsibilities: N/A

Supervisory Responsibilities: N/A

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.