

Role Profile

Housing Options Officer

People

Swindon Borough Council

Role Profile: Housing Options Officer	**Role Profile Number:** SBC_10017
Directorate: Integrated Communities and Partnerships	**Reporting to:** Housing Options Manager
Grade: CFL 7	**Date Prepared**: 17/06/2026

Our Values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.
We HEAR – each other and the people we serve
We CARE – about our colleagues, our residents and our community
We ACT – with integrity, accountability and purpose
We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other.



Purpose:

To prevent and relieve homelessness and find bespoke solutions to ensure the safety and wellbeing of Swindon residents.

Housing Options Officers are responsible for providing advice and assistance to residents who are, or are or about to, become homeless. They carry out the statutory duty of preventing homelessness and relieving homelessness whenever possible, by negotiating with statutory, voluntary and other bodies. Investigate and assess applicants under Homeless legislation under the 1996 Housing Act, Part VII as amended in the Homelessness Act 2002.

Key responsibilities and accountabilities:

- Empower applicants to be able to solve their housing issue or problem.
- Ensure that all advice and assistance given is legal as per Homelessness Legislation under the 1996 Housing Act, Part VII as amended by The Homelessness Act 2002, as amended by The Homelessness Reduction Act 2017. Ensure that all legally required paperwork is issued and kept up to date.
- Excellent understanding and working knowledge of The Homelessness Reduction Act and the ability to make legal decisions in complex cases with the ability to make quick decisions under pressure.
- Investigate and pursue all avenues open to prevent homelessness, including liaising with the courts, landlords, family members, solicitors, mortgage lenders, supported housing providers etc. give advice about legal remedies to remain in own property. Make payments from the Homelessness Prevention fund where appropriate.
- Understand Landlord and Tenant Law and assist and advise clients and landlords on landlord and tenant legislation, including notice to quits, Possession Orders, illegal evictions etc.
- Liaise with other teams at Swindon Borough Council, including Healthy Neighbourhoods, Tenancy Services, Customer Services and Anti-Social Behavior Investigation Officers in order to prevent homelessness.
- Liaising with specified bodies, including The Armed Forces, Prisons, Probation and The Job Centre in line with the Duty to Refer.
- Adopt a multi-agency approach by liaising with statutory and voluntary bodies including The Police, other Local Authorities, Adult Social Care, Children's Services, Drug and Alcohol agencies,

Mental Health Services, Wiltshire Law Centre and Citizens Advice to assist applicants with their housing issues.

- Providers of homelessness support, outreach support and homelessness support.
- Support our most vulnerable residents to move into suitable supported housing or identify appropriate floating support for their needs.
- Offer advice and options in the private sector, to give detailed financial assessments and advice and appropriate support to identify a solution in the private sector.
- Accurately record all information required by central government, (HCLIC collection) for statistical purposes.
- Letters and paperwork must be legally compliant and withstand scrutiny from councilors, MPs, solicitors etc.
- Calling and attending professionals meetings and representing Housing at multi-agency meetings, such as MARAC, ASEP, CHIN and Child Protection meetings.
- Working knowledge of Children's Act, Care Act and Capacity Assessment
- Understanding of the process regarding Asylum seekers and refugees and working with people who have been granted status to find housing solutions
- Work closely with the rough sleeper services and make appropriate referrals to TWHP/RS services/SWEP
- Work with victims of Domestic abuse and offer appropriate support and referrals.
- Ensure Hospital and prison leavers have safe accommodation to be discharged/released to.
- Regularly participate in Out of Hours work as part of our statutory obligations.
- Take part in Rough Sleeper counts and estimates
- Provide support, training, supervision and coaching to apprentices and new members of the team
- Management of own caseload
- Provide intensive casework to customers, often with complex needs

- Ensure the Safeguarding of Children and Vulnerable Adults is identified and make referrals in line with Safeguarding policies and procedures for housing and tenancy support.

Supplementary Accountabilities

- Participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.

- Promote equality and diversity best practice in all areas of work.

- Ensure that any identified personal training needs are discussed with the Housing Options Manager appraised in accordance with the Council's Personal Development Plan and to undertake a programme of continuous development.

- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

  You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

  You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.

- Undertaking any other duties that can be accommodated within the grading level of the post.

Housing is committed to working in a manner which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

NOTE:
This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Professional

Minimum.

- GCSE's or equivalent including English Language and Maths.
- Experience in dealing with the public and/or managing your own workload.
- An understanding of Housing Law and Legislation
- To be able to work in a busy environment under pressure.

- Excellent verbal, written communication and IT skills.
- Ability to understand complex legislation
- Experience of commitment to working positively in partnership with a range of statutory and voluntary agencies.

Preferred:

- Knowledge of Homeless Law, Welfare Benefits, Landlord and Tenant Law and Environmental Health implications for Housing.
- Knowledge of The Children's Act.
- Experience in a Homelessness Section.
- Knowledge of Care Leavers Act and associated legislation and case law.

Decision making:

Make decisions under 1996 Housing Act, Part VII as amended in Homelessness Act 2002, as amended by The Homelessness reduction Act 2017, including:

- Cases that meet criteria for advice, prevent, relief, acceptance, or any other decision under s.184 or referral to other authorities
- Responsible for decisions that directly impact upon the lives of people presenting as homeless, including their future housing provision.
- Provide written decisions that will stand up to legal scrutiny.
- Whether to place a household in temporary accommodation, including Bed & Breakfast
- Make judgements in relation to recommendation of use of the Prevention fund.
- Identify bespoke solutions
- Make decisions quickly
- Will need to make decisions time without guidance, out of hours etc.
- Carry out visits to clients' homes, private addresses, hospitals, prisons, supported environments

Creativity and innovation

- Offer solutions in order to prevent homelessness, ie use of homelessness grant funding. You will be required to look for bespoke solutions in order to prevent or relieve homelessness, dependent on client's needs.
- Liaise with other agencies and authorities to investigate cases
- Attend strategic Multi Agency meetings representing the department with other organisations

Job Scope

Number and types of jobs managed: NA

Budget Holder:	No
Budget Value:	N/A
Asset Responsibility:	N/A

PERSON SPECIFICATION

Qualifications:	**Essential or Desirable**
• GCSE's or equivalent including English Language and Maths.	E
Knowledge and Experience:	
• Knowledge of Housing Law and Legislation • Experience in dealing with the public and/or managing your own workload. • To be able to work in a busy environment under pressure. • Experience of commitment to working positively in partnership with a range of statutory and voluntary agencies. • Knowledge of Homeless Law, Welfare Benefits, Landlord and Tenant Law and Environmental Health implications for Housing. • Knowledge of The Children's Act. • Experience in a Homelessness Section. • Knowledge of Care Leavers Act and associated legislation and case law.	D E E E D D D D
Aptitudes, Skills and Competencies:	
• Excellent verbal, written communication and IT skills. • Ability to understand complex legislation • Excellent communication skills	E E E

Other Key Features of the role

It should be noted that the duties and tasks associate with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.




Swindon
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