

JOB DESCRIPTION

Job title: Allocations Officer

Reports to: Allocations Manager

Contract Type & Hours: 12M FTC and Full Time

Role Summary

To assist Veterans and their families in housing need, ensuring that high quality advice on potential housing solutions is given.

To guarantee applications for housing with the Trust are accurately and speedily processed and the housing needs of applicants are continuously monitored.

To ensure that the Trust's vacant properties are allocated and let in accordance with the Trust's charitable objectives.

Key Role Outputs

- Deliver high-quality services for beneficiaries in line with Haig's policies, procedures and standards
- Use ICT systems effectively to support day-to-day duties and service delivery
- Maintain accurate records and data in line with data protection requirements
- Communicate effectively with colleagues, customers and organisations outside Haig
- Contribute to continuous improvement and innovation
- Work collaboratively as part of a team and across services
- Promote equality, diversity and inclusion in all aspects of work
- Comply with all relevant legislation, regulatory requirements and Haig policies
- Provide efficient and effective support to the Allocations Manager
- Give high quality and accurate advice on potential housing options and solutions to applicants
- To liaise with other Veteran organisations for signposting
- Ensure that applications are accurately and speedily processed, obtaining additional information where necessary
- To gather medical documents and liaise with our medical advisor where necessary
- To provide admin support during tenancy set up
- To ensure that vacant properties are allocated and let in an efficient and timely manner
- To work collaboratively with Housing and Property Services teams in relation to the re-letting of void properties
- To liaise with other housing providers in relation to applicants
- To provide admin support for periodic reviews of the housing register

Person Specification

	Essential	Desirable
Qualifications/Education		
Housing Allocations and administration experience	X	
At least 2 years relevant experience		X
ICT Skills		
Effective use of ICT systems, for example: Microsoft 365 applications (Outlook, Word, Excel, Teams), digital record-keeping and document management systems	X	
Ability to accurately input, manage and retrieve data	X	
Awareness and/or ability to follow cyber security and data protection principles	X	
Effective use of role-specific systems (CRM, housing management, finance, HR, or case management systems)	X	
Ability to adapt to new technologies and digital ways of working	X	

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Knowledge & Experience		
Experience relevant to the role and service area	X	
Understanding of delivering services in a customer-focused environment	X	
Knowledge of relevant legislation, policies, or good practice related to the role	X	
Experience of working to deadlines and managing competing priorities	X	
Experience of working in a regulated or public-facing organisation		X
Knowledge of safeguarding, health and safety or compliance frameworks relevant to role	X	
Personal Attributes & Skills		
Strong communication skills (verbal and written)	X	
Ability to work effectively both independently and as part of a team	X	
Organised, methodical, and able to prioritise workload	X	
Problem-solving skills with attention to detail	X	
Flexible and adaptable approach to work	X	
Confidence in engaging with a wide range of customers or stakeholders		X
Coaching, mentoring, or supporting others (where appropriate)		X
Equality, Diversity & Inclusion (EDI)		
Commitment to promoting equality, diversity, and inclusion	X	
Understanding of the importance of inclusive service delivery and fair treatment	X	
Ability to work respectfully with people from diverse backgrounds	X	
Experience of contributing to inclusive practices or initiatives		X
Compliance & Safeguarding		
Understanding of and commitment to, Health and Safety at Work, Data Protection and confidentiality (UK GDPR), Safeguarding (where applicable to the role)	X	
Willingness to undertake mandatory training	X	
Experience of working within compliance or regulatory frameworks		X
Leadership		
Effective people management		X
Behaviours		
The postholder will be expected to demonstrate behaviours aligned to Haig's values, including: - Professionalism, integrity, and accountability - Respect and fairness in all interactions - A positive, solution-focused approach - Willingness to embrace change and new ideas - Commitment to high standards of service delivery	X	

Please note that you will be expected to provide clear evidence of how you meet the above requirements

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Additional Information

The postholder must be willing to work flexibly in line with service needs

This job description is not exhaustive and may be reviewed in line with service requirements

Values Statement

Haig Housing Trust is committed to delivering high-quality services and expects all staff to work in line with its values, demonstrating professionalism, respect, integrity, and a commitment to continuous improvement.

JD reviewed on Date: _____ Next review due _____