

Role Description

Role title	Senior Housing Options Officer
Directorate	Housing General Fund
Reporting to	Service Manager - Housing Options and Homelessness
Grade	11
Evaluation ref	TR0288
Role Purpose	
<p>To act as a senior member of the Housing Options team, providing expert guidance on complex cases, leading on complaints and act as the Senior Officer as set out in legislation to undertake statutory reviews. Responsible for quality assurance highlighting data trends, influencing training needs and service improvements. Working closely with the Service Managers in ensuring high standards of service delivery and continuous improvement. The Senior Housing Officer will support operational delivery ensuring robust casework and effective resolution of issues.</p>	
Complaints and Case Reviews	<ul style="list-style-type: none"> ○ Undertake statutory reviews (including s202 homelessness decision reviews), ensuring decisions are robust, evidence-based, and compliant with legislation (e.g., Housing Act 1996, Homelessness Reduction Act 2017, Domestic Abuse Act 2021). ○ Lead on the investigation and resolution of Stage 1 complaints, ensuring responses are timely and in line with Council policy and Housing Legislation. ○ Identify learning opportunities from complaints and reviews, sharing insights with the team and Service Manager to drive service improvement.
Casework Oversight and Quality Assurance	<ul style="list-style-type: none"> ○ Provide expert advice and guidance to Housing Officers on complex or high-risk cases, including those involving safeguarding, domestic abuse, or multi-agency working. ○ Conduct regular case audits and quality checks, ensuring compliance with the Homelessness Code of Guidance, other relevant legislation and Council procedures. ○ Support the Service Manager in monitoring trends in complaints, reviews, and case outcomes, contributing to problem-solving and service development.



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Supporting the Service Manager	<ul style="list-style-type: none">○ Deputise for the Service Manager as required, including attending multi-agency meetings (e.g., MARAC, MAPPA) and representing the service in internal and external forums.○ Assist with workload prioritisation, ensuring timely intervention and regular contact with service users.○ Contribute to the preparation of reports, data analysis, and service planning, supporting effective budget management and resource allocation.○ To facilitate changes to systems and working practises in order to meet changes to legislation.
Team Development and Professional Support	<ul style="list-style-type: none">○ Mentor and support Housing Officers, providing coaching and guidance on best practice and legislative compliance.○ Support induction and ongoing training for team members, including upskilling in areas such as domestic abuse, mental health, and safeguarding.○ Foster a positive, collaborative team culture, promoting resilience and continuous learning.
Operational Delivery	<ul style="list-style-type: none">○ Collaborate with Service Managers to review, improve, and set effective processes, procedures and ways of working, to ensure the continuous delivery of a high-quality service, and to resolve any service issues, seizing opportunities to streamline workflows, and implement performance improvements.○ Maintain accurate and comprehensive records, ensuring information is stored securely and appropriately.○ Make appropriate referrals to commissioned services and partner agencies to support applicants with a range of needs.○ Identify potential risks, such as safety hazards, data protection breaches, and conflicts of interest.○ Working closely with our data team to ensure data quality and flow of cases through the process including oversight of statutory return errors.



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Qualification/ Knowledge / skills / experience
Knowledge
In-depth knowledge of homelessness legislation, landlord/tenant law, and the Homelessness Code of Guidance. (Essential)
Comprehensive knowledge of the Welfare Benefits system (Essential)
Knowledge of the choice-based lettings system (Essential)
Knowledge of how the wider council operates (Desirable)
Experience
Understanding and interpretation of housing legislation and statutory duties. (Essential)
Proven ability to manage complex cases and provide expert guidance. (Essential)
Proficiency in using HPA2 and experience in troubleshooting HCLIC errors. (Essential)
Experience in service planning and improvement initiatives. (Desirable)
Previous experience in a senior or supervisory role within housing or related services. (Desirable)
Familiarity with digital tools that enhance operational efficiency. (Desirable)
Qualifications / Registrations / Certifications
Qualified to A level or equivalent, or qualified through relevant experience in a similar front line service (Essential)
Chartered Institute of Housing level 3 (Desirable)
Skills
Strong analytical and problem-solving skills, with the ability to interpret complex information and make sound decisions. (Essential)
Excellent communication and negotiation skills, with experience handling complaints and sensitive situations (Essential)
Ability to work collaboratively with internal and external partners, including multi-agency forums (Essential)
Ability to guide, train, and support team members effectively. (Essential)
Able to build rapport and gains credibility quickly (Essential)



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Dimensions of role	
Responsible for the case audits for approximately 14 staff and around 360 cases at any time. Responsible for ensuring compliance to legislation. Responsible for representing the Council at Multi-agency meetings including MAPPA and Marac Responsible for statutory reviews (S.202) and reporting on statutory returns.	
Notes	
Competencies / attributes	<i>We will refer to the corporate competency framework here but if there are very job specific competencies /attributes add them here.</i>
Working conditions:	Hybrid working between office and remote working. Occasional working outside of normal hours to support staff on duty, and/or to help deal with emergencies. Occasional travel across the county for service meetings, partner meetings, and attending temporary accommodation facilities. A DBS check is required for this role. This role will mainly be required to work during duty housing hours of 8.30am-5.30pm, but with some flexibility as per the Dynamic Working Strategy.
Working arrangements:	Somerset Council's dynamic Working Strategy will be applied to this position. The post holder will be subject to DBS check and will require a full driving license.
Corporate Responsibilities	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: 05/03/2026