

**Manchester City Council
Role Profile**

**Housing Solutions Officer, Grade 6
Housing Solutions Service, Neighbourhoods Directorate
Reports to: Team Leader
Job Family: Homelessness**

Key Role Descriptors:

Housing Solutions Officers deliver Manchester City Council's statutory homelessness duties by carrying out assessments, enquiries and casework under Part VII of the Housing Act 1996 and the Homelessness Reduction Act 2017. Officers work with households who are homeless or at risk of homelessness, gathering and evaluating information to determine the duties owed and agreeing reasonable steps to prevent or relieve homelessness.

This is a decision-making role that involves detailed investigation, clear communication, and the ability to manage a varied and often complex caseload.

Key Role Accountabilities:

Carry out homelessness enquiries by gathering, verifying and analysing information from applicants and third parties, ensuring decisions are robust, evidence-based and compliant with legislation.

Assess and determine statutory duties owed to applicants, issuing clear written notifications and recording all actions within statutory timeframes.

Develop and review Personal Housing Plans, identifying realistic steps that will help prevent or relieve homelessness and ensuring applicants understand their responsibilities.

Explore and negotiate housing options, including sustaining existing accommodation, accessing supported housing or securing private-rented solutions.

Manage a varied caseload, prioritising work effectively and maintaining accurate case notes, records and audit-ready documentation.

Build constructive working relationships with internal teams, statutory partners, voluntary organisations and landlords to secure positive housing outcomes

Communicate complex information in a clear, accessible way, adapting approach to individual needs and handling challenging conversations professionally.



Take ownership of personal development, actively seeking opportunities to build legislative knowledge, improve practice and contribute to service improvement.

Use initiative to resolve issues, identify risks early and progress cases without delay, escalating where appropriate.

Service delivery, teams and rota: Depending on the team you join, you may deliver the service from office or community locations or, occasionally, from prisons or hospitals for specific assessments. You will also work as part of a rota that includes **11am–7pm shifts**.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The **Housing Solutions Service** delivers Manchester City Council's statutory homelessness duties under **Part VII of the Housing Act 1996** and the **Homelessness Reduction Act 2017**. Our shared purpose across the service is to **prevent homelessness where possible**, and where it cannot be prevented, to ensure that decisions and actions are **timely, lawful and clearly explained**.

How we are structured. The service is made up of several teams, each responding to different types of housing need. These include **office-based assessment teams, community-based Prevention Hubs**, and specialist teams focused on **domestic abuse, substance misuse, and prison and hospital discharge**. While each team has a different emphasis, all officers work within the same legislative framework and follow consistent standards, processes and recording expectations.

What the role involves. Officers manage a **diverse and often complex caseload**, gathering information, exploring housing options, and applying statutory guidance to determine the duties owed. Officers work with applicants to agree **Personal Housing Plans**, outlining clear steps that both the applicant and the Council will take. Strong communication is essential, as officers must explain legal duties, processes and realistic housing options in a way that people can understand during what is often a stressful time.

Working with partners. Officers work closely with a range of partners across housing, health, criminal justice and the voluntary sector. Coordinating these relationships is vital for achieving **sustainable housing outcomes**, whether that involves helping someone remain in their home, accessing supported accommodation, or securing private rented housing.

How the work feels. The role is **fast-moving and varied** and at times involves **emotionally sensitive situations**. Officers use sound judgement, balance competing priorities and make **clear, evidence-based decisions**. It suits people who enjoy **meaningful challenge and problem-solving**. You'll have clear processes, supportive colleagues and opportunities to build confidence as your experience grows.

Flexible deployment. As service needs change, officers may be required to work across any team within the Housing Solutions Service. Depending on allocation, work may take place in office locations, community venues, or where relevant for particular teams, occasionally in prisons or hospitals to complete planned assessments.

Service availability. To ensure residents can access support, the service operates a rota that includes **11am–7pm coverage**.



Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Able to explain complex information and legal duties in clear, straightforward language, adapting style and approach to meet individual needs. Listens actively, checks understanding and manages difficult conversations professionally.
- **Decision-Making:** Reaches balanced, evidence-based decisions, using sound judgement and knowing when to seek further advice. Understands how decisions impact case progression and the applicant's experience.
- **Analysis & Enquiry:** Gathers and verifies information from multiple sources; identifies gaps or inconsistencies; interprets facts against statutory criteria and uses a methodical approach to reach conclusions
- **Planning & Organisation:** Manages a varied caseload, prioritising work effectively and meeting statutory and local timeframes. Maintains momentum on cases and adapts quickly when circumstances change.
- **Problem-Solving:** Identifies practical, realistic housing options; explores alternative routes when challenges arise; uses initiative to move cases forward.
- **Partnership Working:** Builds effective relationships with colleagues, landlords and external partners. Coordinates referrals and works collaboratively to improve outcomes for applicants.
- **Customer Focus:** Treats people fairly and with respect, recognising the pressures applicants may face. Sets clear expectations and boundaries while maintaining professional empathy.
- **ICT & Record-Keeping:** Competent using case management systems and Microsoft applications. Maintains accurate, timely and audit-ready case notes, documentation and correspondence.
- **Adaptability & Initiative:** Handles changing priorities, works effectively across different teams and settings, and takes responsibility for continuous learning and development.



Technical Requirements (Role Specific)

Must consent to and apply for an enhanced DBS disclosure check.