

Role	Allocations Officer	Department	Accommodation
Reports to	Accommodation Manager	Contract Type	Contracted Hourly

Job Summary

This vital support role assisting residents by managing referrals, assessing housing applications, and coordinating appropriate placements within supported accommodation services. The role involves working closely with vulnerable young people and adults, ensuring allocations are fair, transparent, and aligned with organisational policies and local authority agreements. By liaising with internal support teams and external partners this key role will oversee and facilitate smooth move-ins, maintain accurate records, monitor occupancy levels, and support residents throughout their transition into stable housing.

Key Responsibilities	
Assessment & Decision Making	• Ability to assess risk, support needs, and suitability for accommodation placements. • Confidence in making fair, transparent, and evidence-based allocation decisions. • Ability to manage competing priorities and a varied caseload. • to allocate vacant properties in accordance with processes.
Partnership Working	• Ability to liaise effectively with local authorities, external agencies, and internal support teams. • Ability to handle sensitive information with professionalism and confidentiality. • Experience of council allocations systems and housing waiting list. (HRS). • Collaborate with internal teams and external partners to achieve positive outcomes for residents.
Data Input and Reporting.	• Ability to produce reports on waiting lists, applications and allocations. • Responsible for the input of data to regulatory partners. • Ability to accurately input client data, tracking new allocations, recent departures and demographics. • Experience in record keeping, both paper and digital, and excellent IT systems and database knowledge.
Customer and Client Support	• Provide excellent service to anyone contacting the associations, providing accurate and timely information. • Encourage feedback and ensure all queries are fully addressed and resolved in line with legislation. • Work in collaboration with residents and tenancy team to ensure rent reconciliation is achieved. • Via phone & walks in’s support individuals who require referrals into the homeless team.
Team Collaboration	• Work closely with YMCA Humber teams across all departments to ensure smooth day-to-day operations. • Work to meet individual and team targets, ensuring allocations, vacancies and waiting lists are up to date. • Help foster a welcoming and inclusive environment aligned with YMCA Humber’s values and mission.
Working Pattern	• Core hours will align to office based rota, working Monday to Friday (day based). • Ability to work flexibly and out of hours to meet the needs of service delivery are required.

Experience and Qualifications

- Higher Education or equivalent in a related field.
- 2 - 5 years experience in accomodation / housing.
- High level of numeracy and literacy.
- Ability to analyse and evaluate complex information.

Skills and Competencies

- Exceptional communication and interpersonal skills.
- Digitally confident in Housing / HRS systems.
- Knowledge of Housing Law / Homeless Legislation.
- Adaptable, reactive and resident focused.

Accountabilities

Communication & Relationships

- Promote positive service delivery for external and internal users, aligning to the ethos of the YMCA.
- Ensure professional administration of all aspects of work are undertaken in a timely manner.
- Ongoing communications with department managers and leads when required.
- Promote an open and inclusive working style.

Information Services

- Use internal YMCA Humber Information Technology systems to support day to day delivery of your role.
- Maintain accurate records and data on organisational databases.
- Ensure Mandatory GDPR Training requirements are met on an annual basis.
- Where role requires, access and implement online external sites so as to process different admin requirements.

Training & Development

- Attend regular one to one reviews, team meetings and reflective practice sessions with your Line Manager.
- Undertake mandatory training courses in line with YMCA Humber requirements.
- Undertake job specific training which will enable you to carry out your role and enhance your skills.
- Take an active lead in personal development activities to enable you to develop within your role.

Policies & Strategies

- Ensure your working practice complies with all YMCA Humber policies and procedures.
- Ensure you have read and consented to all mandatory policies during your probationary period.
- Have sight of online policies aligned directly to your role, including Fire Safety, Risk and GDPR Awareness.
- Awareness of the current Values and Strategies of the organisation.

Planning & Organisation

- Ability to plan own work schedule to support departmental targets.
- Flexibility to make decisions and contingencies to ensure effective completion of assigned tasks.
- Ability to work within the remit of the daily timetable and ensure day to day workload is completed.
- Ability to adjust methods and plans based on business needs.

Safeguarding & Confidentiality

- Ensure effective safeguarding process are on place are adhered to at all times.
- Highlight any potential safeguarding issues, actioning where appropriate.
- Undertake full Safeguarding Training in Adults and Children's Services in line with organisational need.
- Ensure data is confidential and processed in accordance with the General Data Protection Regulations 2018.

Conduct & Behaviour

- Conduct yourself in line with the general standards of conduct and behaviour.
- Have awareness of risk, health & safety at work and data protection requirements.
- Embrace the cultural diversity and beliefs of colleagues and service users.
- Operate in a professional and inclusive way through all aspects of your role.

Other Requirements

- Flexibility to work across multiple locations across the Humber Region to meet the needs of the organisation.
- Undertake any other duties as may, from time to time, be required which are commensurate with the post.
- A willingness to work to a variety of hours including evenings, weekends and bank holidays.
- Commitment to the YMCA Humber Vision, Values and Christian Ethos.