



JOB PROFILE

SERVICE AREA	Housing Services
JOB TITLE	Housing Officer
POST NUMBER	
GRADE	E
RESPONSIBLE TO	Housing Manager
KEY LIAISON WITH	Tenants and Leaseholders
JOB PURPOSE	<p>To provide a high quality estate management service; ensuring outstanding customer service and service delivery. Engaging with customers to design services that work for them and utilising resources within the local community to make a real, quality difference to people's lives.</p> <p>The post covers a wide range of duties assisting with the day to day management of the Council's housing stock as it relates to efficient estate management, including rent arrears and anti-social behaviour.</p>
JOB PROFILE LAST REVIEWED	May 2020

KEY CORPORATE ACCOUNTABILITIES

1. To work with colleagues to achieve service plan objectives/targets.
2. To participate in Employee Development Scheme/Appraisals and contribute to the identification of your own and team development needs
3. To actively promote the Council's Equal Opportunity Policy and Diversity Strategy and observe the standard of conduct which prevents discrimination taking place.
4. To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
5. To fully understand and be aware of the commitment to Section 17 'Duty of the Crime and Disorder Act 1998 to prevent crime and disorder'.



KEY CORPORATE ACCOUNTABILITIES

6. At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.

KEY SERVICE RELATED ACCOUNTABILITIES

1. To enforce the Council's Income Management Policy and procedures including proactive discussions with customers, pre-court visits and court-eviction attendance.
2. To pursue rent arrears in accordance with the Income Management Policy. To visit tenants in their own homes, if necessary outside working hours, to discuss and secure a reduction in arrears as quickly as possible, and to give advice as appropriate on any financial assistance available.
3. To assist in providing an excellent rent accounting service delivery including the administration of the direct debits system.
4. To provide advice & assistance to customers in relation to welfare reform to ensure future tenancy sustainment.
5. To assist in maintaining the Pre-Tenancy Service to encourage tenants to adopt a 'payments culture'.
6. To provide a consistently outstanding service that demonstrates the Council's corporate values and makes a real difference to resident's lives, including ensuring our properties are well presented and maintained.
7. To ensure that services we deliver are customer focused and responsive to local needs. Working closely to our tenant Participation Groups and encouraging involvement and feedback as an integral part of the service. This may include the need to attend evening meetings.
8. To ensure an appropriate and focused response to Anti-Social



behaviour and other breaches of tenancy conditions. Action to be realistic, fast and efficient and supported by an effective action plan.

9. To visit prospective residents prior to lettings; carrying out accompanied viewings. Ensuring effective 'sign-ups' for tenants. Selling the ethos of tenancy sustainment and responsibility.
10. To processes Mutual Exchanges in accordance within the strict legal guidelines ensuring documents are collected and maintained in an organised manner.
11. To take ownership and responsibility for any service related written or verbal complaints or enquiries from the public, Council Staff, Statutory Agencies or other bodies and to respond promptly and efficiently within the set timescales. Ensuring a high level of professionalism and customer service is maintained at all times.
12. To visit estates and tenants in their homes, if necessary outside working hours if necessary to resolve tenancy disputes and complaints on a full range of estate management issues.
13. To assist in monitoring the condition of estates, having particular regard to the condition of amenity greens, tenants gardens, trees, parking and abandoned vehicles. To assist in ensuring that acceptable standards of cleanliness are achieved and liaising with caretakers to ensure delivery of this within appropriate timescales.
14. To report repairs and liaise with the Repairs team and external contractors to ensure expedient completion of necessary works within the agreed performance targets.
15. To assess a customer's circumstances and to liaise with all appropriate agencies such as Police, Social Services, CMHT, Job Centre, Benefits agency, Citizens Advice Bureau etc to ensure tenancy sustainment.
16. To carry out home visits and liaise with statutory, voluntary and other external agencies, including attendance at case conferences or other meetings as necessary.
17. To maintain accurate written and computerised records of progress and outcomes for all casework and competently use computerised



technology including Microsoft Office, (word, excel and outlook etc), the internet, Nafn, Uniform and in-house systems such as Orchard and Locata.

18. To maintain and provide statistical information relating to Re-let figures, Rent arrears, Anti-social Behaviour and customer satisfaction rates as required by the Head of Housing or Housing Manager.
19. To develop and maintain effective working relationships with other Council staff and a variety of statutory and voluntary agencies, including Social Services, Police, Probation and other local housing providers.
20. To be an active and willing member of the Estate Management team. This includes participating in all duties and providing cover for colleagues.
21. To attend and participate in internal and external meetings as required.
22. To keep up to date with housing legislation and related policies including landlord and tenant law, Welfare Reform, Universal credit and other benefits
23. To refer to the Head of Housing any matter of a serious or contentious nature.



PERSON SPECIFICATION

JOB TITLE: Housing Officer

DEPARTMENT: Housing Services

Information for Applicants: The Person Specification provides an outline of the experience, skills and abilities we expect the Successful Applicant to possess. You should match your own skills, experience, and abilities to those listed below. Tell us in what way you have carried out the criteria asked for. **Disabled people will be offered an interview where they meet the Essential Criteria alone**

Method of Testing

1 = Application Form 2 = Interview 3 = Assessment Tests

Weighting of Criterion

1 = Low Importance 2 = Medium Importance 3 = High Importance

<u>Key Competencies and Behaviours</u>	How Measured 1 – 3	Weighting of Criterion 1 – 3
1. Skills and Abilities – Essential		
<ul style="list-style-type: none"> To be educated to GCSE Maths and English A-C or equivalent 	1, 2	2
<ul style="list-style-type: none"> Competent in the use of I.T packages, including word, excel and outlook 	1, 2	3
<ul style="list-style-type: none"> Ability to work within a team. 	2	2
1. Skills and Abilities – Desirable		
<ul style="list-style-type: none"> Good organisational skills. 	1, 2	2
<ul style="list-style-type: none"> Able to work on own initiative, prioritise and manage own casework 	1, 2	2
<ul style="list-style-type: none"> Ability to relate to customers in a calm, empathetic manner that often has complex needs and circumstances 	1, 2	3
2. Special Knowledge – Essential		
<ul style="list-style-type: none"> None 		



<u>Key Competencies and Behaviours</u>	How Measured 1 – 3	Weighting of Criterion 1 – 3
2. Special Knowledge – Desirable		
<ul style="list-style-type: none"> Knowledge of the Orchard Housing Management System. 	1, 2	1
<ul style="list-style-type: none"> Qualification in Housing Management 	1, 2	1
3. Experience – Essential		
<ul style="list-style-type: none"> Substantial experience of working in a Social Housing environment 	1	3
<ul style="list-style-type: none"> Practical experience of income recovery and debt collection. 	1	2
3. Experience - Desirable		
<ul style="list-style-type: none"> None 		
4. Other Requirements – Essential		
<ul style="list-style-type: none"> Ability to compile and maintain accurate casework 	1	2
<ul style="list-style-type: none"> Valid full UK driving licence 	1	3
<ul style="list-style-type: none"> Willingness and flexibility to work outside normal hours as necessary. 	1	3
4. Other Requirements – Desirable		
<ul style="list-style-type: none"> Business use insurance on your motor vehicle. 	2	1
5. Equality – Essential		
<ul style="list-style-type: none"> Show respect and sensitivity towards cultural and Religious differences. 	2	3
5. Equality – Desirable		
<ul style="list-style-type: none"> None 		