

## **JOB DESCRIPTION**

<b>Job Title:</b>	Housing Officer
<b>Department:</b>	Housing Management
<b>Reports to</b>	Senior Housing Officer
<b>Responsible for</b>	Housing Officers

### **JOB PURPOSE**

To provide a quality estate & tenancy management service to a diverse range of customers, in a non-judgemental and flexible way whilst also ensuring the varying needs of customers, including those most vulnerable are met. To work closely with a range of stakeholders & key partners in both assisting tenants to maintain their tenancies, as well as in taking enforcement action where necessary, in accordance with policy & procedure. To maintain clean and green estates, to encourage community and to promote responsible tenancy conduct for the benefit of all tenants.

### **MAIN DUTIES**

#### **Housing/tenant tasks**

Ensure consistency in impartially & comprehensively investigating all alleged incidents of ASB/Nuisance behaviour, and be proactive in initiating the necessary resolutions within the prescribed timescales in accordance with FCH Policy & Procedure.

Take a proactive approach towards developing and maintaining strong working relationships with a range of key stakeholders, in resolving ASB cases.

Take responsibility for ensuring self-awareness and understanding of current legislation & best practise in ASB management.

Take responsibility for managing your own caseloads, escalating cases at your own discretion but in accordance with legislation, policy and procedure, seeking the advice or authorisation of your line manager where appropriate.

Be proactive in solving a wide range of customer enquiries and problems on a day to day basis, using your own initiative to make and communicate clear & sensible decisions to customers, seeking the approval of your line manager where policy and procedure dictates.

Communicate proficiently in a variety of formats with other colleagues across the HM dept. in order to ensure a joined up approach to Tenancy Management.

Ensure the best possible start to each new Tenancy through effective communication with the HA team in making appropriate decisions on nomination acceptances, involvement at the sign up stage, and in maintaining a strict regime of new tenant visits.

Take responsibility for ensuring the sustainment of each new Tenancy through identifying any possible vulnerabilities, and ensuring support is established (via TWO service) as soon as possible.

Work autonomously in managing workloads in order to ensure a consistently meticulous level of estate management via estate inspections & multiagency walkabouts.

Be proactive in communicating with & engaging EIO colleagues in identifying and addressing estate management concerns, providing a 'cleaner & greener' environment for all tenants.

Demonstrate a team focused approach, taking responsibility to ensure understanding of colleagues' workloads and in providing necessary cover in times of absence or particularly busy periods.

Take responsibility for your own personal safety, ensuring compliance with FCH lone working policy and procedures at all times.

### **Management/supervisory tasks**

None

### **Financial tasks**

Be proactive in identifying opportunities for estate improvement, and therefore obtaining thorough and accurate quotations, and providing detailed proposals in accordance with the annual estate budget system.

Take responsibility for being aware of, identifying and recommending opportunities for improved value for money across the HM dept.

### **Other tasks**

To promote equal opportunities and diversity in service delivery.

To promote Freebridge, its core values and ethos.

To foster constructive and collaborative working relationships with stakeholders and partner organisations.

To participate in the continuous improvement of service delivery ensuring that policies and procedures comply with legislation and regulatory requirements.

To respect the need for confidentiality when processing personal/customer data.

Other such duties as may be required from time to time.

## **PERSON SPECIFICATION**

### **KNOWLEDGE & EXPERIENCE**

#### Essential

- Minimum of 2-3 years experience within a customer service environment working for a Housing Association or other public service organisation, in a capacity which involved face-to-face interaction with customers, resolving difficult issues.
- Understanding of the role and scope of Social Housing providers, and access to these services.
- Understanding of the range of stakeholders & partners concerned with social housing, and a proven history of communicating with such organisations.
- Minimum of 5 GCSE passes including English & Maths (A-C grades).
- Previous experience of working with a PC and an understanding of all MS Office applications i.e. MS Word, Excel, Outlook etc including a relevant IT qualification i.e. GCSE pass, or ECDL.

#### Desirable

- Minimum of 1 year experience within the role of Housing Officer, specifically dealing with Estate & Tenancy Management.
- Basic knowledge of Housing Legislation in relation to Tenancy Management and legal enforcement proceedings via the County Court.
- Chartered Institute of Housing Membership & Qualification i.e. min. Level 3 Certificate in Housing

### **SKILLS**

- Excellent interpersonal skills
- Proven strong Interviewing & communication skills
- Ability to interpret and implement detailed policy and procedure
- Negotiation skills
- Tact/diplomacy
- Strong problem solving abilities

### **ATTITUDE**

- Professional
- Flexible
- Work on own initiative
- Self-starter/motivated
- Team player
- Resilient
- Innovative
- Empathetic

- Patient
- Diligent
- Enthusiastic

#### **SPECIAL CIRCUMSTANCES**

- Attendance at a range of tenant and community meetings, occasionally in the evening
- Frequent travelling to homes, offices and sites throughout the borough – full driving licence required
- Occasional attendance at conferences and training courses requiring overnight stays