

JOB DESCRIPTION

Job Title: Housing Officer

Department: Housing

Reporting to: Business Manager – Housing Management

Responsible for: No direct line management responsibilities, however role will require some oversight of customer volunteers

Location: Papworth Everard and mobile working across patch

Work Pattern: 37.5 hours per week

Primary Job Objectives:

(NB In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required).

- Deliver an excellent customer focused tenancy and community management service that is accessible, effective and visible. To ensure this results in high levels of customer satisfaction and encourages residents to maximise their independence.
- To be responsible for the social and financial performance of a designated portfolio of general needs, independent and supported living homes across a defined area.
- To ensure communities and individual tenancies remain sustainable for as long as possible by implementing appropriate and tailored actions and strategies, including providing or signposting residents to services which will support them and liaising with appropriate agencies.
- To ensure income is maximised across the portfolio of homes, through effective debt recovery and efficient and appropriate allocations and void services.
- To minimise financial loss through proactively reducing failed tenancies.

Key Functions:

- Take ownership and responsibility for efficiently and effectively resolving all customer queries through to a successful resolution as soon as practically possible and assisting management with responding to

complaints in line with the organisation complaints policy. Ensure that any lessons learnt are fed back to improve future service delivery. Where there are expressions of dissatisfaction, take action to understand the reasons why and, where appropriate, employ actions or strategies to swiftly resolve the issues highlighted, liaising with other services as required.

- To identify tenancy-related support needs and aspirations of residents and deliver person-centred actions, either directly or through internal services and external agencies, along with information, advice and guidance (IAG) to ensure residents have the information and support they require to meet these needs and aspirations. Demonstrate the social value and impact through the building of comprehensive case studies to evidence the tangible and intangible outcomes for individuals and communities.
- To undertake comprehensive pre-tenancy assessments, including where appropriate, financial appraisals and mental capacity assessments. Use the assessment process to identify any additional measures or support needs to ensure that allocations are appropriate, legally compliant and maximise the chances of tenancies being sustainable.
- Minimise the number of properties becoming void and tenancies failing by delivering targeted actions and interventions to improve the sustainability of tenancies and communities. Where voids do occur, analyse the reasons and refine targeted actions and interventions accordingly.
- Ensure that empty properties are re-let efficiently and effectively by adopting an innovative and dynamic approach to marketing and allocating vacant homes to potential residents and referral agencies.
- To deliver performance to agreed KPIs within budgeted costs and have a clear comprehension of key organisation priorities and strategies and understand how these translate into team and individual objectives.
- To develop meaningful and productive relationships with local authorities, commissioning bodies and other relevant organisations to build and maximise collaborative working, best practice and promote the organisation.
- To be responsive in dealing with all incidences of antisocial and nuisance behaviour in accordance with organisational policies and procedures, utilising a range of tools and techniques, to prevent and resolve issues. To adopt a multi-agency approach to tackle and resolve issues and prevent escalation.

- To maintain accurate and professional records, prepare pre-action reports and effectively present legal cases to court, providing support and protection to all parties involved.
- To take an accountable and proactive approach to all aspects of tenancy management, employing a variety of techniques, ensuring this is bespoke and accessible to the client group involved.
- To monitor properties and communal areas through an agreed cycle of inspections to ensure tenancies are being conducted in a satisfactory manner and ensure properties are safe, aesthetically acceptable, and suitable for the individual. This may include intrusive interrogation to areas of maintenance alongside maintenance operatives. Ensure that supported living properties and communal areas are compliant with health and safety legislation, including implementing and monitoring recommendations from applicable risk assessments.
- To assist in the preparation of service charge budgets and business planning to ensure services are high quality and represent value for money. To continually monitor service charge accounts and take corrective action where necessary and ensure effective contract management of communal service contractors in line with contractual agreements and specifications
- To work collaboratively with the internal policy team and other agencies on resident engagement and involvement to facilitate productive and inclusive opportunities and maximise participation, fostering a culture of meaningful involvement.
- To take ownership of income management and arrears reduction in line with agreed policies and procedures. To assist with Housing Benefit/Universal Credit applications, where applicable, at sign up to ensure rental obligations are met. To offer and signpost to relevant financial and debt advice where appropriate.
- To support and provide cover to the Housing Team as required, ensuring a high quality and seamless service is delivered at all times.
- To ensure the continued update of a detailed database of properties and residents, including stock profile, resident needs, referral sources and community issues and use this data to tailor services accordingly and, where required, implement improvement plans and projects.
- To act as the first point of contact for tenancy and community issues and ensure an accessible and visible service is offered.

- To work closely with the Asset Management team and display a high knowledge of technical issues to make the best use of resources.
- To work collaboratively with the Development team in the design and delivery of development projects.

Additional Duties:

- Display an understanding of operations in other services and teams and assist in the development and achievement of shared goals in the pursuit of a cohesive approach.
- Embrace and participate in personal development initiatives and show a willingness to increase skills and knowledge to improve performance and ensure targets are achieved.
- To establish, develop and maintain effective and valuable working relationships with all colleagues, contractors and partner agencies ensure a cohesive approach to delivery of organisation and wider objectives. To positively and passionately promote and represent the organisation.
- To ensure that all records and databases are accurate and maintained and the use of ICT resources is maximised.
- To ensure that accurate information, advice and guidance is supplied to residents, keeping up to date with agreed policies, procedures and legislative changes.
- To attend and play a proactive role in internal and external meetings and events. To take a flexible approach to workings hours including some evening and weekend work as required.
- To adhere to the organisations health and safety policies and foster a caring approach to other colleagues and partners.
- To undertake other duties appropriate to the post as necessary