**CHALK FARM HOUSING GROUP**

**JOB DESCRIPTION**

**Post: Housing Officer**

**Responsible to: TMO Estate Manager**

**Starting Salary: £30,000 - £33,000 (depending on experience)**

**Summary of Main Purpose of Post:**

To provide a responsive, effective and efficient housing management service

to the residents of the Ferdinand Estate

To ensure that resident’s needs and problems are identified at the earliest stage possible and that prompt action is taken to respond to those needs and to prevent an escalation of any problems

Specifically;

1. To be the first point of contact with tenants and leaseholders on all Housing management and repair matters
2. To ensure that all void properties are efficiently managed from when notice is given to when the property is relet including the identification, ordering and completion of repairs to a high standard within agreed timescales
3. To manage any issues of anti-social behaviour on the estate
4. To ensure that the communal areas of the blocks and estate are maintained in a clean and safe condition and have a good standard of appearance
5. To actively promote resident involvement in the TMO
6. To work flexibly as part of a small team to ensure the smooth day to day

 running of the estate office

**Housing Management**

1. Responding to enquiries from tenants and leaseholders on all aspects

of tenancies and leases, including, where required, the enforcement of

 the terms of the tenancy/lease

1. Keeping up to date with changes in legislation relating to housing

management matters, incorporating changes as they occur and imparting

the information to tenants and leaseholders as required

1. Investigating incidents of nuisance and anti-social behaviour, keeping

relevant parties informed and maintaining accurate records. Compiling

 reports recommending legal action in more serious cases

1. Gathering evidence and drafting witness statements and attending Court as necessary on housing management matters. Attending evictions including for rent

 arrears.

1. Referring empty properties for advertising on CBL, carrying out viewings and sign-ups of vacant properties with prospective tenants and undertaking new tenancy visits in accordance with the agreed procedure.
2. Carrying out occupancy checks in line with procedures and to agreed

targets

1. Providing advice to tenants on rehousing options including transfers, mutual exchanges and Out of Borough moves, liaising with the Council’s Allocations and Mutual Exchanges Teams as necessary
2. Visiting and reporting on vulnerable residents and households with

 social difficulties. Liaison with Social Services, Health Visitors,

 Environmental Services Officers, Police etc. Arranging or attending

 case conferences in connection with such families.

1. To be fully aware of and understand the duties and responsibilities

arising from the Children Act 2004 and Working Together in relation to

 child protection and safeguarding children and young people. To also

 be fully aware of the principles of safeguarding as they apply to

 vulnerable adults in relation to your work role. To ensure that the TMO Estate

 Manager is made aware and kept fully informed of any concerns

 which you may have in relation to safeguarding and/or child protection.

1. Investigating applications for alterations/improvements to their homes or changes in tenancies (succession, assignment, joint tenancies, etc) in accordance with policies and procedures.
2. Liaising with leasehold services regarding right to buy applications

 and pre assignment enquiries

1. Dealing with any third party claims from residents and members of the public and

 liaison with the TMO’s insurers.

**Day to Day Repairs**

1. Carrying out pre-inspections of repairs as required prior to works being

 ordered.

2. Raising repairs orders using the TMO’s repairs system, liaising with Contractors

 and booking appointments for works to be carried out

3. Obtaining competitive quotations where required in line with the TMO’s

 procedures and financial regulations

4. Assisting the TMO Estate Manager in dealing with “Right to Repair” and disrepair

 claims ensuring that the TMO does not default on its legal responsibilities.

5. Liaison with Council Surveyors in relation to larger projects and complex

 repair cases.

6. Identifying repairs where an insurance claim should be submitted,

 completing claim forms and maintaining up to date records of claims for the

 TMO’s Insurers and Camden Council

7, Post inspection of an agreed number of completed repairs to ensure

 that quality standards and value for money are attained

8. Use and development of IT facilities to measure the performance of the

 repairs and maintenance service

9. Assessing the performance of contractors and trade operatives,

 meeting with them on a regular basis and providing written reports for

 the TMO Estate Manager.

**Vacant Properties**

1. Ensuring that repairs are promptly specified and completed by contractors and

liaising with the Council’s allocations team to ensure that adverts, shortlists and

verifications are carried out within agreed timescales so that

vacant properties are re-let as quickly as possible

1. Arranging for the removal and storage of property from evictions,

unauthorised occupations, death etc., ensuring an inventory is taken.

Raising orders for clearance in line with regulations.

**Management of Communal Areas and Facilities**

1. Carrying out regular health and safety inspections of internal and

external areas to an agreed timetable including identifying communal repairs, fire

risk assessment issues and other hazards

1. Monitoring the work of the cleaning and caretaking staff and identifying any service faults and remedial work required
2. Monitoring the work of grounds maintenance contractor, identifying any service faults and liaising with the Contractor regarding remedial work.

4. Carrying out inspections of play areas to ensure that equipment is in a

 safe condition and order any repair work. Ensure that any recommendations are

 implemented in agreed timescales.

1. Day to day management and letting of parking bays and sheds from the TMO’s

 waiting list including investigation of parking issues and complaints

1. Daily monitoring and maintenance of the Estate CCTV system in order to reduce crime and anti-social behaviour in the area
2. Issuing access fobs and gerda keys to residents and contractors in line with the TMO’s policies and charges

**Financial Procedures**

1. Checking invoices against orders and certifying payment. Where there

 are errors or queries with invoices, to resolve these with the contractors

 before forwarding for payment

**Resident Involvement**

1. To actively engage with residents and encourage their involvement in

 the work of the TMO. This includes carrying out surveys, producing

 newsletters, attending block and general meetings, using social media and

 engaging in social activities and events

**Management Committee**

1. To attend evening meetings and occasional weekend events when

required for which time off in lieu will be given

1. In liaison with TMO Estate Manager, prepare reports for or take minutes at the Management Committee or any sub-committee meetings
2. Act on all Committee decisions within agreed timescales

**General**

1. The postholder is the main person to cover phones and office reception and is responsible for ensuring that cover is available when they are out of the office
2. To be self-servicing in terms of all administration
3. To deputise for the TMO Estate Manager as and when required
4. To comply with all policies and procedures of the TMO and promote the Equal Opportunities Policy
5. To undertake any other duties, commensurate with the grading for the job

 as required

**CHALK FARM HOUSING GROUP**

**PERSON SPECIFICATION**

**Post: Housing Officer**

**E = Essential**

**D = Desirable**

**Experience**

1. A minimum of 2 years’ experience of managing a portfolio of social housing (E)
2. Experience of monitoring the work of contractors and/or in-house manual staff (E)

3. Experience of working for or in partnership with residents’ organisations (can

 include residents’ associations as well as tenant management

 organisations) (D)

**Job Knowledge**

1. Working knowledge of housing law and best practice in housing management (E)
2. Knowledge of leasehold management (D)
3. Knowledge of common building repair problems (E)
4. An understanding of the issues of working in a community based

Organisation (E)

**Education/Training**

1. A professional qualification in housing would be useful, or if not

 evidence of ongoing and varied training during the course of

 working in housing (E)

1. Educated to at least GCE A Level standard or equivalent (E)

**Skills/Abilities**

1. To diagnose day to day repair problems and specify solutions (E)
2. To identify health and safety problems during the course of inspections (E)
3. To make effective use of IT for correspondence, reports, ordering repairs and analysing performance (E)
4. To produce high quality written and verbal information in a variety of different formats (E)
5. To meet deadlines and programme workload often with conflicting and changing priorities (E)
6. To deal with difficult situations and take personal responsibility for resolving them (E)
7. Excellent communication and customer facing skills both verbally and in writing (E)

**Commitments**

1. A commitment to providing a high level of service to tenants and

 leaseholders and to ensuring that the TMO meets its obligations

 under the management agreement with the Council (E)

1. A commitment to resident involvement and promoting the lead role of

 residents within the organisation (E)

1. A commitment to taking a flexible and adaptable approach to working as part of a small team with the ability to initiate new projects and work with minimal supervision (E)

**Equal Opportunities**

1. An informed understanding of equal opportunities and a commitment to

 the promotion of fairness and diversity (E)

**Other Requirements**

1. Will be required to attend some evening meetings and very occasional

 weekend work for which time off in lieu will be given (E)

1. Must be able to physically carry out site inspections. This

 will include climbing stairs up to 8 storeys, accessing ladders and roofs (E)