

GHHA Greenhill Housing Association

**Job Description**

**Housing Officer**

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| **Post Title:** Housing Officer | **Section:** Housing and Customer Service |
| **Responsible To:**  Senior Housing Manager | **Hours:** 35 hours per week |
| **Salary Grade: Up to £37,000** | **Responsible For:** Providing a generic housing management service including management of general needs housing, arrears monitoring and recovery, former tenant arrears recovery, tenant income maximisation, and supporting Local Service Managers with complex housing and tenancy management including ASB. |
| **Special Requirements** | Requirement to work occasional out of hours, during evenings, weekends and bank holidays.  Required to cover other schemes ~~as required~~ including general needs, sheltered and Extra Care.  At least 3 years housing officer experience  Post is subject to DBS screening |
| **Purpose of the Role:**  To deliver a local housing management and tenancy service that meets the needs of residents and complies with policy and regulation. To be an ambassador for GHHA delivering excellent customer service, able to lead and support all aspects of tenancy and housing management. To lead rent arrears recovery and income maximisation within GHHA. | | |
| **Key Responsibilities**   1. To deliver local housing and tenancy management ensuring a quality customer service. 2. To act as the lead officer for income maximisation within GHHA, monitoring all rent accounts, taking early necessary actions and supporting LSMs to take early intention actions, whilst prioritising a supportive approach to tenants with a ‘talk and support’ ethic over notices and legal action 3. To take legal action where required in liaison with our nominated solicitors for those cases where arrears recovery has not been successful. 4. Review all former tenant debt accounts and work with the finance team and other agencies as required to determine those cases that are recoverable and those that are not, ensuring appropriate action is taken to reduce any former tenant debt owed to GHHA 5. Conduct regular building health and safety inspections for blocks of flats as per our policy and procedure, ensuring appropriate action is taken for any identified risks or concerns 6. To manage cases of anti-social behaviour (ASB) in your management area, effectively following our policy and procedure and ensuring tenants are supported and where required, take appropriate action including legal action to tackle ASB. 7. To support Local Service Managers in the management of complex tenancy and housing management cases including ASB. 8. Support tenants with benefits inquiries, liaise with local authorities and universal credit as required to ensure rent is paid. 9. To effectively manage the letting of properties within GHHA policies, supporting the voids process with asset and repairs colleagues. 10. To maintain accurate records of tenant’s files maintaining records and ensuring that all case notes are recorded on our housing management IT system 11. To ensure that tenants’ rights and dignity are respectedand that a high standard of data security and management is maintained 12. To monitor GHHA works and contractors to ensure a high quality service and take action as required by reporting any deficits and challenging performance. 13. To respond to on-site emergencies appropriately. 14. To fulfil our safeguarding obligations in accordance with the Care Act 2014 and other relevant legislation, ensuring that vulnerable residents are signposted to key agencies. Provide appropriate support in our capacity as landlord 15. To apply GHHA housing management policies and procedures and ensure that timely actions are taken in order to deliver a high-quality service and protect the interests of the business. 16. To support tenants to manage their tenancy and provide tenants with up to date information about local services and how to access them. 17. To manage and deliver tenancy sign-ups for new tenants, being clear on tenancy and rent conditions, and supporting tenants to settle in. 18. To support and encourage tenant engagement and consultation, working with the Tenant Engagement Officer to enable events and activities, and ensure that tenants are kept actively informed and involved in decisions relating to their scheme in line with GHHA policies. To support the community and activities at the scheme. 19. To respond to service-related complaints and queries from customers 20. To develop and maintain positive working relationships with tenants, colleagues, all partners and stakeholders. To fully participate in meetings, training sessions and workshops as directed. 21. To carry out other duties as may reasonably be required. | | |

**Person Specification**

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| **Position** | Housing Officer | **Reports To** | | Senior Housing Manager | |
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| **Requirements** | | | **Application**  **Form** | **Interview** | **Test** |
| **Qualifications/Training**  Practical grasp of Maths and good written English at GCSE levels or equivalent  Hold a CIH qualification or equivalent professional accreditation | | | √  √ |  | √ |
| **Experience/ Knowledge/Skills**  **Housing Management**  Minimum 3 years of experience in housing management with an understanding of the roles and responsibilities of tenant and landlord.  Experience of working with older or vulnerable people (can be in a voluntary capacity or with other vulnerable people)  Understanding health and safety issues affecting tenants, older persons and general housing management | | | √  √  √ | √  √  √ |  |
| **Communication**  Ability to communicate effectively with a variety of a people (i.e. in writing and verbally)  Ability to keep accurate records, use GHHA databases, electronic communication methods and to write succinct and factual letters or other documents as required.  Ability to effectively communicate with groups verbally and in writing (for example tenant meetings, notices, tenant information) | | | √  √  √ | √  √  √ | √ |
| **Engagement**  Ability to develop and maintain positive working relationships with tenants, colleagues, all partners and stakeholders.  Ability to empathise with tenants and demonstrate a listening and can-do attitude. | | | √  √ | √  √ |  |
| **Time Management**  Ability to manage own workload and to meet deadlines.  To be organised and able to manage, plan and prioritise own work.  Excellent team player and able to use own initiative ensuring that effective housing and tenancy management, and performance measures and deadlines are met  Ability to work flexibly to cover a variety of tasks, locations and schemes, and respond to emergencies as appropriate. | | | √  √  √  √ | √  √  √  √ |  |
| **IT**  Experience of using IT systems including MS Office packages, and databases  Willingness to learn new systems and ability to use electronic communication | | | √  √ | √  √ |  |
| **Commitment to Quality**  A commitment to the continuous improvement of the services provided by GHHA and a high level of customer service delivering our Tenant Offer. | | | √ | √ |  |
| **Equal Opportunities**  A commitment to and understanding of the principles of equal opportunities in both employment and service delivery | | | √ | √ |  |
| **Customer Service**  A commitment to and understanding of the principles of customer service and delivering our Tenant Offer  Demonstrate professional boundaries and exercise boundaries within the workplace.  The ability to learn how to recognise and report safeguarding concerns. | | | √  √  √ | √  √  √ |  |
| DBS enhanced | | | √ |  |  |
| Full driving licence and access to a car for business use | | | √ |  |  |