**JOB DESCRIPTION**

**Job Title**: Housing Officer

**Department**: Housing Team

**Reporting** **to**: Housing Operations Manager

**Location**: Greater London

**PURPOSE OF THE JOB**

To provide a high-quality housing management service, ensuring outstanding customer service and service delivery, by a being a primary point of contact for tenants. Engage with tenants to provide a responsive efficient housing management service that is consistently excellent for all tenancies. Housing Officers are expected to carry out the vast majority of their duties (70%) at our managed accommodation.

**KEY RESPONSIBILITIES**

1. Ensure that Causeway’s accommodation is safe, comfortable and appropriate for the needs of its occupants.
2. Ensure that Causeway is compliant with Health & Safety law and good practice by ensuring that the appropriate checks are carried out and records maintained.
3. Provide a consistently outstanding service to tenants and residents that demonstrates CIHA’s values and makes a real difference to our tenants’ lives.
4. Interview and assess applicants. In particular, ensure that prospective tenants and residents have a positive attitude towards sharing realistic expectations and awareness of their own obligations towards their housemates and the organisation.
5. Engage with tenants and ensure that their views and ideas are taken on board.
6. Be proactive in establishing positive relationships, intervene at an early stage in tenant disputes, and deliver a speedy and focused response to anti-social behaviour and other breaches of tenancy.
7. Allocate and let void properties. Carry out accompanied viewings and manage the sign-up process, ensuring that all new tenants understand their rights and responsibilities.
8. Enforce CIHA’s arrears recovery policy, and procedure including proactive discussions with residents, early intervention, home visits and court/eviction attendance.
9. Carry our regular stock condition inspections, health & safety, and service inspections including cleaning and gardening. Be aware of any antisocial behaviour affecting neighbours or our residents and deal with this as per policy.
10. Carry out pre- and post- inspections of reported maintenance issues. Arrange for the procurement of furniture and other items where this is agreed with agencies who purchase our services.
11. Work with tenants to develop priorities for minor works and environmental improvements, with particular reference to décor, communal areas and gardens.
12. Arrange and attend house and / or neighborhood meetings as necessary.
13. Assist in the resolution of service-related complaints to timescales, ensuring that the customer experience is positive.
14. Assist tenants to deal with other agencies, including Universal Credit and Housing Benefit.

**Teamwork**

1. Attend team meetings and reflective practice sessions and contribute to discussions.
2. Work within Causeway’s health and safety policies and lone working arrangements.
3. Work to team performance targets.
4. Be respectful to colleagues and support good communication between all stakeholders.

**Reviewing Personal Performance and Development Needs**

1. Review and evaluate own performance to identify strengths and areas for development.
2. Undertake development and training opportunities.

**GENERAL**

1. Always adhere to Causeway’s Policies and Procedures.
2. Cover for other members of the team and division as necessary.
3. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
4. Attend and participate in external meetings and briefings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is Causeway’s aim to reach agreement on changes, but if agreement is not possible, Causeway reserves the right to change this job description.

**PERSON SPECIFICATION**

**Housing Officer**

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

**ESSENTIAL REQUIREMENTS**

**Experience**

* Two years’ experience of working of working in a housing setting or supported housing, or health and safety setting.
* Experience of keeping accurate records, including updating spreadsheets and databases.

**Skills, Knowledge, and Abilities**

* An ability to provide a customer-orientated service to tenants, contractors, and other customers.
* Well-developed interpersonal and oral communication skills.
* Excellent knowledge of MS Office.
* Good analytical and problem-solving skills
* Excellent organisational skills with the ability to work systematically and to fixed deadlines.
* Excellent accuracy skills and attention to detail.
* Ability to use own initiative and work independently whilst taking responsibility as an individual.

**DESIRABLE REQUIREMENTS**

* Full clean driving licence

The following are required of all roles with Causeway. However, you do not need to address these in your application.

* Genuine interest in and commitment to Causeway’s work and residents.
* Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
* Willingness to work flexibly in response to changing organisational requirement

**In the selection and interview process, we will be assessing candidates against the following competencies:**

|  |  |
| --- | --- |
| **COMPETENCY** | **PRIMARY INDICATORS** |
| **Improving and Innovating** | * Is open to new ideas, improvement, and change.
* Handles situations and problems with innovation and creatively.
* Shows commercial and financial awareness.
 |
| **Interacting and influencing** | * Takes responsibility and demonstrates values-driven leadership.
* Shows self-awareness and controls emotions
* Works well with other people.
* Collaborates and networks effectively internally and externally.
* Shows sound communication and influencing skills.
 |
| **Understanding and doing** | * Able to find and analyse relevant written and numerical information and use it to make sound judgements.
* Able to think strategically.
* Demonstrates the necessary technical skills and aptitudes at the level that are required for the role.
* Has good writing skills at the level required for the job.
* Plans, organises, and manages time well.
* Demonstrates compliance and accountability.
 |
| **Involving and including** | * Builds client/stakeholder involvement into all activities.
* Is client and customer focused.
* Aware of own level of cultural competence and proactively seeks to develop.
* Actively promotes equality, diversity and inclusion among colleagues and clients.
 |
| **Managing and Empowering (for managers only)** | * Builds a high performing team.
* Provides staff with clear direction and support.
* Motivates, supports, enables, and promotes the wellbeing of their team.
* Manages the operational aspects of their function effectively.
* Implements plans, strategies, and services effectively.
* Actively contributes to service growth.
 |