



Job Description

Job Title: Housing Officer

Purpose of the Job:

We are looking for a flexible individual to complete varied administrative and housing management tasks on behalf of the Association. The role will involve a mix of work visiting tenants and properties as well as desk-based tasks. Some experience in a similar role is essential but training will be given.

Terms:

- 35 hours per week
- Salary: £25,000
- Travel expenses @ 45p per mile + essential car user allowance
- Full training provided
- 25 days holiday per year (plus bank holidays and your birthday!) increasing with length of service

Main Tasks

External Relationships

- To promote the aims, objectives and a positive image of the Association to all its customers including external agencies and stakeholders.

Operational Activities

- To be the first point of contact for all customer enquiries
- To provide administrative support to the Operations Manager
- To carry out project work relevant to housing management as requested by the Operations Manager
- To sign up new tenants and provide appropriate advice and support
- To carry out property inspections on a minimum quarterly basis
- To monitor rent arrears and tenant recharges on a monthly basis
- To input repair and furniture order details to the housing management system
- To analyse / monitor repairs on a monthly basis
- To log all communications with tenants, their representatives and support workers
- To process housing benefit applications on behalf of our tenants and monitor the progress of applications
- To carry out post-inspections on minor repair works
- To work with our partners to resolve housing issues on behalf of our customers, to deal with tenancy breaches and tackle antisocial behaviour

- To ensure that a high standard of customer service is delivered and that excellent service standards and high levels of customer satisfaction are maintained
- To ensure that resident needs are flagged for the attention of the contractors developing or working at their properties
- To undertake training as appropriate to the post and to keep abreast of relevant changes across the housing sector

Person Specification

Personal Attributes

- Excellent communication and people skills
- Able to communicate effectively at all levels both verbally and in writing
- Able to develop and maintain relationships with a range of internal and external partners
- Self-motivated, able to seize the initiative and make decisions
- Flexible approach to work
- Commitment to customer service and involvement
- Full driving license and access to a vehicle
- Committed to equal opportunities

Knowledge and Skill Requirements

Knowledge / Skills	Essential / Desirable
A good general level of education (GCSE or higher)	E
A housing related qualification	D
Experience of housing management (minimum 1 year)	E
Experience of supported housing	D
Experience of handling antisocial behaviour issues	D
Knowledge of housing benefit	D
Good written, verbal and communication skills	E
IT literate	E
Good organisational skills	E
Committed to equal opportunities	E
Experience of providing excellent customer service	E

Successful candidates must be able to provide a clear enhanced DBS check