

Role Profile



POSITION: New Homes Officer

RESPONSIBLE TO: Business Development Manager

CONTRACTED WORKING HOURS: 35 hours per week

SALARY: £25,000. Plus 45p per mile travel expenses and essential car user allowance.

LEAVE ALLOWANCE: 25 days holiday per year (plus bank holidays and your birthday!) increasing with length of service

LOCATION: Head Office at Rawtenstall / Home Working

CLOSING DATE FOR APPLICATIONS: Friday 23rd July 2021.

First interviews to be held remotely via Microsoft Teams week commencing 2nd August 2021.

Second interviews to be held in person at Care's head office in Rossendale, week commencing 9th August.

STARTING DATE FOR ROLE: 27th September 2021.

PURPOSE OF THE JOB

This is a key post contributing to the development of new business and maintenance of existing business within the Association. Working within Association's corporate aims and objectives you will deliver a customer focussed service.

You will be responsible for working with other stakeholders (including care provider partners, families, and prospective tenants), to source opportunities to acquire new homes for the purposes of supported living. It is crucial that the post holder is an approachable, friendly and fun member of our team, whilst ensuring they provide a professional service.

Key Responsibilities

Operational

- Support the Business Development Manager in meeting the growth aspirations of the Association.
- Source properties via the referrals process and be able to think creatively to find solutions to a person's housing needs and identify properties that can be adapted to meet their needs.
- With the support of the Business Development Manager, be involved in the development process including attendance at site meetings to provide input into the requirements for the properties in line with the needs of prospective tenants.
- Liaise with occupational therapists to ensure properties are appropriate for the needs of the tenants.

- Work closely with tenants or their advocates to identify what is essential for their housing needs and provide as much choice as possible in the development process. Understand the needs of each person is different and no one type of property is perfect for everyone.
- Build relationships with a range of different stakeholders and be adaptable and creative in finding housing solutions.
- Project manage housing developments from the point of commitment to a developer/landlord, and work with all parties to ensure a collaborative approach is adopted throughout.
- Any other duties that are deemed appropriate to the post.

Strategic

- Proactively work with Care Providers, Local Authorities, prospective tenants and their families to develop new business for the Association in order to meet the growth aspirations of the Association.
- To represent the company at industry events and engaging in networking, sometimes out of office hours, to promote the business and open up new opportunities for business growth.
- Any other duties commensurate with the responsibilities of the post.
- To operate in accordance with agreed policies, procedures, systems and practices.
- To articulate and personally demonstrate an exemplary set of values and behaviours in line with the Association's values.
- To contribute to the building of a staff culture where every person feels empowered and valued.

Personal Development

- Contribute to the overall development of the Association by using individual skills, strengths and abilities and train support services staff on housing management and standards.
- To actively participate in own annual performance review, objective setting and any training identified as required.
- To fulfil own agreed personal development and training programme.
- To be aware of the policies of the Association and ensure they are carried out and that good practice is maintained.
- It is your responsibility to take care of your own health and safety and that of your colleagues.

The responsibilities of this post may vary from time to time without changing the general character of the post or level of responsibility entailed

Knowledge and Skill Requirements

Knowledge / Skills	Essential / Desirable
Demonstrable experience of supporting, or working/interacting regularly with, people with learning disabilities, autism, mental health and/or complex needs	E
Experience of the housing development process	D
A good general level of education (GCSE or higher)	E
Experience of working in supported housing OR a lettings environment.	D
Good written and verbal 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 and have full access to a car.

To apply for the role please submit a CV and a covering letter detailing how you and your experience meet our requirements and why you are suited to the role by emailing claire@careha.org.uk