



Role Profile

POSITION **Senior Housing Officer**

LOCATION **Head Office at Rawtenstall, Lancashire + Home Working (hybrid)**

Terms:

- 35 hours per week
- Salary: £35-38k (dependent on experience and qualification) plus 6% employer pension contribution
- Travel expenses at 45p per mile + £1300 annual essential car user allowance
- Full training provided
- 25 days holiday per year (plus bank holidays and your birthday!) increasing with length of service. Buy and sell policy.
- Responsible to the Operations Manager

Purpose of the Job:

We are looking for a flexible individual to complete varied 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, providing guidance to the Housing Officers and supporting the Operations Manager. Experience in a similar role, including antisocial behaviour (ASB) casework, is essential but training will be given. Could be a great opportunity for an experienced Housing or Neighbourhood Officer to step up.

Alongside managing a small patch of tenancies, the Senior Housing Officer will provide guidance to the team of Housing Officers with tenancy management, tenant engagement, ASB, housing benefit claims and rent accounting. They will also provide support to the Operations Manager with reporting on voids and rent arrears, reviewing operational processes and supporting annual rent increases, overseeing the tenant engagement action plan and reviewing of property Specialised Supported Housing (SSH) status. The Senior Housing Officer will be expected to ensure effective working relationships with tenants, colleagues, external care and support agencies and local authorities, and to contribute to the maintenance and development of the Association's values, culture and ethos.

Main Tasks

Housing officer/all:

- To promote the aims, objectives and a positive image of the Association to all its customers including external agencies and stakeholders.
- To build positive relationships/partnerships.
- To respond to customer enquiries promptly and in line with policies and guidance.
- To carry out property inspections on a minimum quarterly basis.

- To work with our partners to resolve housing issues on behalf of our customers, to deal with tenancy breaches and tackle ASB.
- To provide support and 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 process housing benefit applications on behalf of tenants and monitor the progress of applications.
- To monitor voids, rent accounts and tenant recharges on a regular basis.
- To work with the development team to ensure new scheme handovers go smoothly.
- To work with the repairs team to ensure jobs are reported effectively and households communicated with appropriately.
- To maintain tenant information and ensure that tenant needs and risks are flagged for the attention of the contractors developing or working at their properties.
- To record key communications with tenants, their representatives and support workers.
- To support tenant involvement and ensure that a high standard of customer service is delivered and high levels of customer satisfaction are maintained.

Senior:

- Contribute to the overall development of the Association by using individual skills, strengths and abilities.
- Set an example to others, modelling high standards and good practice in housing management.
- To actively participate in own annual performance review, objective setting and fulfil own agreed personal development and training programme.
- To undertake training and attend events as appropriate to the post and to keep abreast of relevant changes across the housing sector.
- To accompany each Housing Officer on visits once per year.
- To support Housing Officers with ASB casework and complex customer enquiries.
- To support Housing Officers with housing benefit appeals or challenging cases.
- Actively make recommendations for improvements to the service delivered, drive innovation and allow space for new ideas from the team.
- Oversee management of ASB cases and ensure effective monitoring of actions taken to resolve all cases. Ensure management of cases is in line with policy and procedure and customer satisfaction exceeds KPIs.
- To oversee the tenant engagement action plan.
- To support with annual reviews of SSH compliance.
- To support annual rent increase process.
- To support value for money reviews of housing management services.
- Keep informed of best practice in housing management, ASB and income collection, and ensure we follow best practice guidelines.
- Work flexibly and out of hours on occasion where necessary to attend meetings and ensure proactive management of tenancy and neighbourhood issues.

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
- Values-driven
- Commitment to customer service and involvement
- Good record keeping skills
- Full driving license and access to a vehicle
- Committed to equal opportunities

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

The position will be offered to the best candidate but we especially welcome applicants who identify as an ethnic minority, as having a disability and/or as female or minority gender.

Knowledge and Skill Requirements

Knowledge / Skills	Essential / Desirable
A good general level of education (GCSE or higher)	E
A relevant housing qualification level 4 or above (or willingness to undertake one, funded by Care HA)	D (E)
Experience of housing management (minimum 3 years)	E
Experience of handling antisocial behaviour issues	E
Experience of supported housing	D
Experience working with people with a learning disability and/or autistic people	D
Knowledge of housing benefit	D
Knowledge of the Mental Capacity Act	D
Knowledge of specialised supported housing practices, statutory and regulatory requirements	D
Experience using Active H software	D
IT literate	E
Good written and verbal communication skills	E
Good numeracy skills, able to interpret rent accounts and invoices	E
Good organisational skills	E
Committed to equal opportunities	E
Experience of providing excellent customer service	E

How to Apply

If you wish to apply for this role, please email rachael@careha.org.uk your CV along with a supporting statement (no more than 2 sides of A4) detailing how you are suitable for the role. You can also find this role and apply via Indeed.

Closing date – 6th January, 5pm

Informal screening interviews will be a short conversation over Microsoft Teams on 10th or 13th January.

Final interviews will be in person at our Rawtenstall office on 21st or 22nd January.