

## Job Description

Post title	Housing Officer	Post ref	
Department	Housing Management	Grade	E

### Overall job purpose

The post holder will be responsible for delivering a high quality tenancy and estates management service across the District including estate based activity within an area, ensuring that tenants are complying with the terms of their Tenancy Agreement.

### Reporting relationships

Reports to: Team Leader (Tenancy/Estates)

Responsible for: Not applicable

### Key tasks and responsibilities – post specific

Manage tenancy related matters, ensuring that tenants are aware of their responsibilities under the Tenancy Agreement and provide advice and assistance to tenants as necessary.

Investigate and deal with anti-social behaviour and other breaches of tenancy conditions as appropriate including enforcement, taking detailed witness statements, mediation, conciliation, monitoring and preparation of legal documentation. This will involve close working with legal representatives and other partners and attendance at Court.

To ensure that the Tenancy and Estates Service complies with relevant legislation, good practice, policy and regulatory requirements.

Responsible for the monitoring and managing of own case load in line with performance targets, prioritising workloads to deliver stretching targets and deadlines, where many of the cases will be complex and of a very sensitive and emotive nature.

Maintain a highly visible profile on Council estates to provide an excellent estate management service.

Ensure Estate Management Inspections are undertaken on a regular basis to ensure the environment is maintained to a high standard. This will involve remedying problems and working with partners and residents.

Deal with requests for permissions and alterations and improvements to properties.

Undertake property inspections for tenanted properties.

Review introductory tenancies in line with procedures and legislation.

Investigate and make decisions on individual cases regarding all aspects of day-to-day housing management activity including processing requests for successions, assignments, joint tenancies and transfers of tenancy.

Investigate and deal with reports of abandoned properties, subletting and trespassing of properties.
Undertake reception duties, dealing with telephone and personal enquiries and provide housing advice, deal with all aspects of office administration to ensure an effective delivery of the housing service.
Identify and provide support to vulnerable tenants, liaising with and making appropriate referrals internally and externally to assist tenants to sustain a tenancy.
To keep full and detailed records of all actions taken and all contact with tenants and to write nonstandard letters, briefing notes and reports as and when required.
To contribute to the development of and delivery of the Tenancy and Estates Service by keeping up-to-date with best practice and putting forward ideas and suggestions for service improvements.
To present cases at Court for possession and appeal hearings and act as a witness for the Council.
To liaise with and maintain effective working relationships with internal and external agencies and other service providers and to represent the Council at any meetings.
Attend Tenant and Resident Meetings as required.
To work in partnership with the Income Team and Anti-Social Behaviour Team, to ensure that any tenancy issues are dealt with, the best customer service is provided to tenants and that enforcement action is co-ordinated.

Key tasks and responsibilities – corporate
Operate according to the Council's corporate values, code of conduct and employee competencies.
Take responsibility for personal health and safety and have regard to other persons who may be affected by the performance of the duties of the post, in accordance with the provisions of Health & Safety legislation and relevant Council policies and procedures.
Exercise proper care in handling, operating or safeguarding any equipment, vehicle or appliance provided, used or issued for the performance of the duties of the post.
Have a commitment to and understanding of the Council's approach to equality and diversity.
Comply with all relevant Council policies and procedures including financial regulations, HR policies / procedures, Data Protection, Freedom of Information Act and ICT Codes of Practice.
Adhere to relevant working practices, methods and procedures and undertake relevant training and development as required and respond positively to new and alternative ways of working.
Carry out any other reasonable duties and responsibilities commensurate with the grade and level of responsibility of the post.
Engage with digital models of service delivery and support the implementation of digital working methods.

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This job description represents a statement of the duties of the post but does not include all minor duties. It is inevitable that over time the nature of an individual post will change and existing duties many be lost and others gained without changing the general character of the duties or the level of responsibility. As a result the Council expects that this job description and person specification will be subject to revision.

Employee signature:

Date: