

# **RUGBY BOROUGH COUNCIL**

## **JOB PROFILE**

**Post No.**

**Post Title:** Housing Officer ( Housing Management & Coordination)

**Unit/Team:** Housing Services

**Grade:** Grade E

**Service:** Communities & Homes

**Reports to:** Housing Service Team Leader

**Issue Date:** June 2023

### **PURPOSE OF THE JOB**

The main responsibilities of the post are to provide all housing management functions of the Council as far as they affect tenants to achieve the Council's housing objectives and the priorities of the Council.

To contribute as a member of a multi-functional team of housing staff to provide a seamless, qualitative and customer focused service.

To contribute as a member of the wider team in creating a positive working environment.

To ensure that customer care is maintained to the agreed standards according to the Council's purpose, aims and values.

Contribute to the delivery of a comprehensive Housing Services in accordance with the Council's policies and procedures.

Deliver the housing service in accordance with the Housing Strategy.

Work on own initiative under the general direction of the Housing Services Team Leader and Senior Housing Officer.

### **1. ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- 1.1 Provide a housing management service for all tenants of the Council's general needs properties.
- 1.2 Provide advice, assistance and information to tenants and the general public by way of office interviews, home visits, telephone calls, written correspondence and e-mail, efficiently and courteously with particular emphasis on customer care.

- 1.3 Liaise with the Senior Housing Officer and Housing Services Team Leader and other Officers of Rugby Borough Council, to ensure appropriate guidance and information is provided in the delivery of housing services and to identify and resolve any complaints or problems.
- 1.5 Liaise with and support new tenants in the settling in period and visit within four weeks of their moving into the property to complete a Settling in Visit.
- 1.6 Work with internal departments and external organisations to ensure where possible tenancies are sustained through a multi-agency approach and individual support packages.
- 1.7 Refer tenants to the Income Officers for specialist advice on rent payments income maximisation and rent recovery.
- 1.8 Complete income and expenditure exercises with customers to ensure they are in receipt of all eligible benefits and are offered assistance around their budget. Where appropriate working with partner organisations to ensure the customer has access to specialist support.
- 1.9 Provide support and guidance to Independent Living Co-ordinators around technical housing management functions.
- 1.10 Review flexible and introductory tenancies within appropriate timescales and make decisions based on the review around the rent account, anti-social behaviour and suitability of the property.
- 1.11 Investigate and process all housing management requests such as transfers of tenancy, mutual exchanges and succession in accordance within current legislation.
- 1.12 Investigate, report and act upon possible breaches of tenancy conditions using all appropriate methods including Court action to remedy breaches.
- 1.13 Manage and investigate complaints of anti-social behaviour and neighbour disputes and take prompt and appropriate action against offenders in conjunction with other agencies such as the police and social services. Ensure accurate records are maintained, collate witness statements and ensure we are working within current legislation.
- 1.14 Prepare a full evidence package in neighbour nuisance and anti-social behaviour cases for instructing legal action and following through to conclusion of any Court action.
- 1.15 Promote tenant participation wherever possible, establishing and maintaining productive links and promoting equal opportunities within the service.
- 1.16 Work with residents and other agencies to develop and maintain community agreements.

- 1.17 As required, monitor site cleaning and cleaning staff ensuring that the cleaning service meets the Council's specifications and expectations especially health and safety requirements.
- 1.18 Regularly undertake estate visits and health and safety inspections to ensure the effective management of the housing stock, taking immediate remedial action to deal with any health and safety issues arising.
- 1.19 Subject to data protection procedures liaise with other agencies on issues of tenancy sustainment.
- 1.20 Organise case conferences and attendance of all relevant agencies in appropriate cases in an effort to achieve a positive outcome for tenants in maintaining their tenancy.
- 1.21 Ensure all work is recorded on the housing management systems and prepare cases notes and reports for the Housing Services Team Leader.
- 1.22 Ensure all monitoring records are accurately maintained.
- 1.23 Prepare reports on statistical data for monitoring the service and recommending where improvements can be made.

## **2. OTHER DUTIES AND RESPONSIBILITIES**

- 2.1 Respond to reports of dirty properties by carrying out an inspection of the property concerned with the Maintenance Officer and taking appropriate action. Where appropriate lead a multiagency approach to support the tenant in adhering to their tenancy agreement.
- 2.2 Participate in working parties/groups to contribute to the development of the team, the housing service and policies & procedures.
- 2.3 In conjunction with the Housing Services Team Leader play an active part in ensuring tenants are kept well informed of housing management, and maintenance and development activities affecting them. This will involve attendance at occasional evening meetings.
- 2.4 Provide, where necessary, statistical records and data in respect of the overall performance of the team to the Housing Services Team Leader or Maintenance Team Leader.
- 2.5 Attend at Court when necessary to give evidence on behalf of the Council but at all times ensuring your health and safety.
- 2.6 When required provide reports for children and adult social care proceedings.
- 2.7 Participate in the formation of a personal development plan and in the development and improvement of the service.

- 2.8 Carry out established procedures in connection with fire alarms/bomb alerts and emergencies. Effectively respond to incidents of fire alarms being activated in accordance with Council policy and procedure.
- 2.9 Maintain awareness of legislation, circulars and other information relevant to the service to ensure we are acting within legislation.
- 2.10 Ensure any accident to staff, tenants or visitors is reported in accordance with the Council's existing health and safety procedures.
- 2.11 Any other reasonable duties as requested by your manager, in line with your skills and knowledge.
- 2.13 Be aware of health and safety legislation and so far as is reasonably practical ensure compliance with the Health and Safety Act, the Council's Safety Policy and Departmental Safety Policy.

### **3. SUPERVISORY RESPONSIBILITIES**

Day to day operational support for Independent Living Co-Ordinators, Independent Living Officer and Housing Coordinators.

### **4. FINANCIAL RESPONSIBILITIES**

To raise requisition orders for purchasing from internal and external sources under agreed Council procedures.

To ensure that no expenditure is made without due authorisation.

### **5. RESPONSIBILITY FOR ASSETS AND DATA**

All assets and data as required to perform the role

### **6. EXTENT OF PUBLIC CONTACT**

Tenants, residents and their visitors. Residents and Tenants Groups. The Police and Social Services. Voluntary and statutory agencies. General Practitioners, Health Visitors, Mental Health Resource Centre, Occupational Therapists. Housing Associations, other local authorities, solicitors and other professional organisations. CAB, ASB4, and Mediation Services. Contractors. Other departments within the Council. Senior Officers within Housing and Environmental Services and other departments. Councillors and the M.P.

## **7. WORKING CONDITIONS AND ENVIRONMENT**

Flexi working hours to be agreed with the Housing Services Team Leader or Housing Services Manager and subject to team constraints in providing office cover.

A mixture of site and office based working as appropriate.

A full current driving licence is essential for this post.

## **8. CORPORATE RESPONSIBILITIES**

All staff have to act within the Council's rules and follow all reasonable management requirements. These are contained within: the Council's Standing Orders, Employment Policies, Constitution and Code of Conduct for Employees. Other documents may be introduced at times setting out rules of the Council. These will cover responsibilities and requirements for the following:

Financial Accounting  
Equality and Diversity  
Health and Safety  
Risk Management  
Anti- Fraud  
Data Quality and Data Protection  
Business Continuity  
Major Emergency Plan  
Procurement and Contract Management  
Safeguarding of Children and Vulnerable Adults

Copies of the relevant rules and policy are available on the staff intranet or from your manager

In addition, all employees are expected to behave in line with our Values and Behaviours and challenge other employees whose behaviour is against our values.

## **9. KNOWLEDGE, SKILLS, EXPERIENCE AND QUALIFICATIONS**

Refer to Person Specification attached.

**Signed as agreed:**

Postholder

Date

## PERSON SPECIFICATION



### Post: Housing Officer (Housing Management & Coordination)

For effective performance of the duties of the post the postholder will be able to demonstrate that they have the skills and/or knowledge detailed in 'Essential Criteria'.

Criteria	Essential/ Desirable	Method of Assessment
Able to maintain confidentiality and compliance to Human Rights and Data Protection legislation.	E	A,I
Ability to effectively communicate with residents, staff and other organisations, both verbally and in writing.	E	A,I
Able to work independently and as part of a team, prioritising own workload and meeting deadlines.	E	A,I
Be able to carry out day-to-day administrative tasks.	E	A,I
Must be able to deal with pressurised situations in a controlled and effective manner.	E	A,I
Must be able to make concise written reports in a timely and accurate manner.	E	A,I
Demonstrate tact and sensitivity.	E	I
Follow laid down policies and procedures.	E	A,I,R
Deliver services in a manner consistent with the purpose, aims and values of Rugby Borough Council.	E	I
Able to encourage Tenant Participation.	E	I
Ability to work on own initiative and investigate issues and develop recommendations for action.	E	A,I,R
Have an understanding of the current housing issues and the local and national political and social framework within which local authority housing services operate.	E	A,I
Previous experience dealing with the public both face to face and by telephone with a varying customer base.	E	A,I,R
Demonstrate flexibility, fairness, and equality in the delivery of the service.	E	A,I,R
Working in a team and understanding the needs of teamwork.	E	A,I,R
A commitment to equality of opportunity in employment and service delivery.	E	A,I
Consider and respond positively to the views of others.	E	A,I

Confident with financial issues.	E	A,I
Basic statistical work	E	A,I
A minimum of 2 years relevant experience in a customer focused environment.	E	A,I,R
Full current driving licence	E	A,D
A commitment to work within our CAN DO values	E	A,I
Knowledge of Health and Safety policies and legislation.	D	A,I
An understanding of the welfare benefit system.	D	A,I
Adapt to change.	D	A,I
Strong PC skills and awareness of how IT can be used to improve efficiency and quality.	D	A,I
Working towards full membership of the Chartered Institute of Housing or equivalent qualification.	D	A,I,D

Application	A
Interview	I
Test (written, presentation, practical – eg word processing)	T
References	R
Documentary – eg certificates	D