



JOB TITLE: Housing Officer

DIRECTORATE: Landlord Service

POST NUMBER: 1985

GRADE: Scale 5

ACCOUNTABLE TO: Area Housing Manager

POST OBJECTIVE:

To provide a customer focussed high quality housing management service for general needs and sheltered tenants. This includes supporting customers signing up for their new tenancies, managing tenancy changes and enforcement, managing complex tenancy cases and cases of nuisance and anti-social behaviour, preparing and serving legal paperwork, representing the Council at Court, making appropriate referrals to tenancy support and sustainment and providing assistance with rent arrears and estate management when required.

SPECIFIC TASKS:

Tenancy Management

1. You will be the point of contact for your customers, ensuring they receive timely advice, guidance and support to manage their homes and sustain their tenancies.
2. Provide effective management of secure and introductory tenancies for general needs and sheltered homes in liaison with other Housing Officer teams (Income, Neighbourhood Services, Tenancy Sustainment, Sheltered and Extra Care) and other Housing sections (Property Services, Rents, Allocations, Housing Options).
3. Carry out sign-ups and home visits for new tenants and mutual exchanges ensuring that all rights and responsibilities of the tenancy agreement are explained and understood.
4. Effectively manage requests for tenancy changes such as successions, assignments and joint to soles.
5. Effectively manage terminations of tenancy, assisting with the lettings process when required to minimise void periods and inappropriate allocations.
6. Effectively manage permission requests as set out in the tenancy agreement including property improvements, lodgers and sub-letting, pets and running a business.

7. Provide assistance to tenants wishing to downsize or mutually exchange their tenancy. Oversee the process from receipt of application, liaising with both the tenants and other landlords, through to the sign up.
8. Ensure tenancies are conducted in a satisfactory manner and undertake tenancy visits to properties to ensure compliance with tenancy conditions.
9. Assist with collection of tenant information for tenant records, profiling, reviewing and determining housing services.
10. Ensure comprehensive notes are recorded on the Orchard Housing System, Tenancy and Property records of all tenancy related matters and contacts with customers.

Nuisance & Anti-Social Behaviour

11. Ensure both the Council and tenants fulfill their obligations as set out in the Housing Acts, ASB Crime & Policing Act and the tenancy agreement.
12. Pro-active management of all nuisance and anti-social behaviour cases including neighbour nuisance, harassment, hate crime, domestic abuse, violence and illegal or immoral activity ensuring speedy resolution of issues using appropriate remedies in line with departmental policies and procedures.
13. Where escalation is required, work proactively with the ASB Officer to enable timely case reviews, handover and escalation.
14. Carry out risk assessments and manage complaints of ASB from inception through to case closure, ensuring all stages of case management are accurately recorded on the Orchard Housing System.
15. Ensure effective information management, including maintaining up-to-date case records and sharing of information in accordance with agreed protocols.
16. Ensure victims and witnesses of anti-social behaviour are provided with appropriate help and support. Work proactively to keep customers and other stakeholders informed about the progress of cases, providing timely and accurate responses to all enquiries.
17. Attend partnership working meetings, ASB Panels, MARAC, etc. as and when required.
18. Make appropriate referrals to Victim Support, Mediation and Assessment Services, Children's/Adult Services, CMHT and the Police, ensuring appropriate support is provided to vulnerable victims and perpetrators.

Tenancy Enforcement

19. To maintain up to date knowledge of current relevant legislation (civil and criminal) and best practice in relation to anti-social behaviour and tenancy breaches.
20. Understand working practices of other organisations, for example Premises Closures and Community Protection Notices, and work alongside the ASB Officer in partnership with the Police to gather evidence to take appropriate action in such cases.
21. Carry out interviews and prepare with accuracy notices, statements and other paperwork required for Court hearings, attending Court as necessary and giving evidence in support of possession proceedings when required.
22. Proactively manage all cases where possession orders have been granted, ensuring the terms of the order are maintained and where breaches occur, the case is escalated accordingly.
23. Conduct evictions for tenancy breaches in liaison with the Police and Court Bailiffs as appropriate.

Advice, Support & Assistance

24. Ensure that tenants who have difficulties sustaining their tenancies and/or paying their rent are offered appropriate advice, support and assistance.
25. Work closely with housing colleagues, the CAB, Social Services, Health and other specialist agencies to support vulnerable tenants to sustain their tenancies.
26. Refer cases to and promote the service of the Tenancy Sustainment Team

Tenant Involvement

27. Proactively promote, facilitate and support tenant involvement.
28. Undertake a landlord liaison role with tenant groups, events and meetings providing information on all aspects of housing management services when required.
29. Undertake tenant consultation exercises, when appropriate.
30. Attend meetings, including evening and meetings, and estate walkabouts/street meets, as required.

Income & Estate Management

31. Respond to tenant enquiries regarding rent and estate issues, informing and/or referring the matter to the relevant Housing Officer Income/Estates as appropriate.

32. To work with the Housing Officers for Income and Neighbourhood Services, passing all relevant information received to ensure the best possible outcome for the tenant and the service.
33. Propose and develop small estate improvement plans in consultation with residents and elected members, as appropriate, working with the Housing Officer (Estate Improvements) on larger schemes.

GENERAL TASKS:

34. Provide high standards of customer care at all times, in accordance with the Council's Customer Service Standards.
35. Adhere to the Council's Health & Safety, Customer Care, Equal Opportunities, Confidentiality/Data Protection, Safeguarding and other relevant policies.
36. Be aware of, and keep up to date with, current relevant legislation.
37. Contribute to the development and implementation of effective procedures that ensure continuous service improvement to meet the needs of customers, regulators and other stakeholders.
38. Ensure the team maintains a duty system for tenants contacting the Housing Service.
39. To undertake occasional evening and weekend work.
40. Undertake any other duties commensurate with the post.

Health and Safety

Every employee while at work has a duty to take reasonable care of their own health and safety and that of other persons who may be affected by his/her acts or omissions at work - Health and Safety at Work Act 1974.

Equality

Winchester City Council bases its employment practices on the concept of equal opportunity. As an equal opportunity employer the Council opposes all forms of discrimination or unfair treatment on the grounds of gender, marital status, race, colour, nationality, national origin, ethnic origin, religious belief, sexual orientation, disability or age. No employee or job applicant will be disadvantaged by any condition or requirement which cannot be shown to be justifiable.

Safeguarding

Winchester City Council has a responsibility to safeguard and promote the welfare of children and vulnerable adults. The post holder will undertake the appropriate level of training and is responsible for ensuring that they understand and work within the safeguarding policies of the organisation.

PERSON SPECIFICATION

JOB TITLE **Housing Officer**
POST NUMBER: **1985**
DEPARTMENT: **Landlord Services**
DATE: **September 2025**

Requirements		Weighting	Assessment method
Skills	• Able to communicate clearly and effectively in writing and in person with people at different levels and of all abilities	3	A/I
	• Uses problem solving skills	3	A/I
	• Excellent time management, ability to prioritise workloads alongside changing demands whilst meeting targets	3	A/I
		3	A/I
	• Accurate record-keeping		
	• Excellent listening, questioning and negotiation skills	3	A/I
		3	A/I
Experience	• Work well in a team; builds rapport with others		
	• Experience of working in a social housing environment	3	A/I
	• Experience of partnership working	3	A/I
	• Experience of tenancy enforcement and preparing legal documentation	3	A/I
Personal qualities	• Tenancy Housing Officer experience	3	A/I
	• Confident & personable manner	3	A/I
	• Diplomatic and confidential	3	A/I
	• Able to work under pressure and a willingness to meet deadlines	3	A/I
Specific job requirements	• Target and performance motivated	3	A/I
	• Good knowledge of housing legislation	3	A/I
	• Customer focussed and committed to delivering high customer satisfaction	3	A
	• Able to meet travel requirements of the post	3	A
	• Able to meet physical demands of the post	3	A/I
	• Ability to work occasional evenings & weekends	3	

Qualifications	Professional Diploma in Housing or equivalent through relevant training/experience	3	Q
	Educated to A level standard or equivalent	3	Q
<i>Weighting:</i> 3 – Essential for the successful performance of the job 2 – Desirable but can be achieved through on the job training or experience 1 – Useful but not essential for successful performance of the job			

<i>Assessment:</i>					
<i>Application Form</i>	<i>A</i>	<i>Interview</i>	<i>I</i>	<i>Tests</i>	<i>T</i>
<i>References</i>	<i>R</i>	<i>Presentation</i>	<i>P</i>	<i>Evidence of Qualifications</i>	<i>Q</i>