



Job Description and Person Specification

Job Title:	Housing Officer	
Post Number	P2426	JE Ref:
Grade:	Grade 6 SCP 27-31	
Other Payments:	Essential Car User	
Job Family	Housing Management	
Directorate:	Community and Place Delivery	
Progression:	Progression through the grade is dependent on performance against delivery targets, value and behaviours	
Hours per week:	37 hours	
Accountable to:	Housing Income Team Leader / Neighbourhood Management Team Leader	
Date created/ reviewed:	April 2023	

JOB DESCRIPTION FOR HOUSING OFFICER

Job Purpose

The housing management service is divided into two teams. An income management team and a tenancy management team. The post holder will be required to work in the income management team but may occasionally have to assist within the wider housing team and in any area of the district subject to service requirements.

To perform all duties in connection with Estate and Tenancy Management for Secure, Introductory and Flexible tenancies.

This includes management of rent and service charge recovery procedures, management of nuisance cases and tenancy issues and all other related issues.

There is a strong emphasis on tenant consultation and participation within the responsibilities of this post.

Accountabilities

1. Ensuring income maximisation to include dealing with tenants in rent or service charge arrears and taking action including referral to court, preparation of court cases and representation of the council in court, action which leads to a court order and eviction. Advising tenants on benefit entitlement and assisting tenants with Housing Benefit and Universal Credit claims and where necessary arranging referral and support from the Housing Benefit Visiting Officer, CAB, floating support or any other relevant agency.
2. Dealing with any other breaches of tenancy including but not limited to, nuisance, subletting or anti-social behaviour. Referral and liaising with legal representatives, collection of evidence, preparation and defence of litigation, and to attend court to give evidence on behalf of the council including cross examination by other parties or their legal representatives
3. To seek methods of promoting and developing resident involvement and participation and to initiate resident involvement, participation and consultation including establishing and liaising with resident associations, organising and managing meetings of resident associations or resident forums, organising and participating in estate walkabouts, estate surveys, and ensuring compliance with Local Offers.
4. Dealing with both the perpetrators, alleged perpetrators and victims of anti-social behaviour, including racially motivated problems, and noise nuisance. Utilising a range of formal and informal sanctions to deal with such problems such as restorative Practice or mediation. Liaising with the Police Safer Neighbourhood Team, the Council's Community Protection Team, and Environmental Services as a means of addressing problems
5. To be responsible for management aspects of void and pre void properties including but not limited to signing up new tenants within target timescales and setting up the new tenancy on the Housing IT and CORE system. To give the tenants information on the property and the area and to ensure that tenants are aware of the legal responsibilities of their tenancy and opportunities for involvement and participation in the housing service. Thereafter to conduct a six weekly follow-up visit for all new tenants to address any problems they may be experiencing and thereafter follow up visits and assessment on an annual basis as required
6. To undertake general tenancy management functions to include, investigating and approving or refusing requests for mutual exchanges, successions and assignments within time scales. To deal with requests for change of tenancy and challenging breaches of the tenancy agreement. Dealing with requests for disabled adaptations by liaising with Occupational Therapists, and responsible technical staff within the service. This includes investigating requests and agreeing or refusing them in accordance with procedures. Referring tenants or family members to external involved in the provision of Community Care and Supporting People e.g. Social Services, GPs and the Community Mental Health Team. Attending case conferences as the department's representative.

7. To ensure correspondence, written and IT records are maintained and updated efficiently and in accordance with target timescales. To include the Orchard Rents System regarding any relevant transactions, all mutual exchanges on the relevant databases; and recording of all transactions with tenants (e.g. telephone calls, office interviews). To deal with queries from Councillors and external organisations on behalf of tenants or in respect of tenancy matters in an efficient and professional manner. Also to take responsibility for safe keeping of mobile phone and any other equipment e.g. cameras, laptops used during the course of business.
8. Managing estates in accordance with health and safety regulations and fire regulations. Ensuring that any stored or discarded items are removed from communal areas promptly in the interests of fire safety. Reporting all repairs, especially those where health and safety are involved which are noticed in the course of their duty. To arrange removal of all items of refuse discovered on Housing land.

Demands

1. Initiative and Independence

Post holder to manage their conflicting demands and deadlines, plan their workload taking into account demands and pressures on the service and be aware that workload may be subject to change if emergencies arise.

Ability to take ownership of any issue which arises in the course of office or sign up duty (up to 4 times weekly)

Ability to work within departmental policies and procedures and use a degree of discretion in decision making to address unanticipated problems. Complex or high profile cases will be referred to the post-holders line manager.

Ability to apply appropriate procedures for a solution and apply them accordingly and make suggestions for amendments to procedures as identified.

The post holder will need to show empathy, use persuasion, negotiation and tact in a wide range of circumstances.

2. Mental Demands (meet deadlines, conflicting priorities, interruptions)

Able to plan own workload to ensure that the needs of both tenants and stakeholders are managed effectively thereby ensuring that both internal and statutory timescales are met.

Post holder will be required to deal sensitively and appropriately with tenants who become upset or angry about decisions affecting their tenancy, or who are unreasonably persistent or vexatious, for up to half an hour at a time, several times a week.

Ability to write reports and other documents e.g. for Court or Housing Review Panels and to strict deadlines.

Attention to detail and to work through interruptions from colleagues and service users throughout the day, this includes face to face and telephone interruptions.

Ability to communicate often complex information in a straightforward and easily understandable manner to people who may have a limited ability to comprehend due to drug or alcohol use, learning difficulties, mental health problems, hearing or visual impairment or to people who may be distressed due to family or relationship breakdown.

To have the ability to arrange routine tasks with the flexibility to deal with emergency problems that occur from time to time. These interruptions will be largely customer driven.

To ensure that procedures related to void management are conducted within target timescales hours to assist in reducing Government targets for void turnaround times.

To action all arrears recommendations on a weekly basis and evidence this as required.

3. Physical Demands (duration and frequency of physical pressures)

Ability to undertake site visits to council tenant properties around the district on a daily basis some of which may be difficult to access.

You will need to visit properties where building works and void works may be underway (1-3 times weekly)

4. Emotional Demands (Dealing with emotional situations)

Representing the Council in Court Possession cases and evictions.

Dealing with distressed clients who are involved in relationship breakdowns or upsetting family circumstances, e.g. bereavement or domestic violence (weekly)

Dealing with tenants who have mental health issues or drug/alcohol dependency. (weekly)

Dealing with tenants who may be suffering from terminal illness or physical disability.

Attending case conferences where issues such as domestic violence and child abuse are discussed.

Dealing with verbally abusive tenants and threats or actions of physical violence (weekly)

5. Environmental Demands (exposure to unpleasant or hazardous situations)

Visiting properties which are in a filthy condition which can include flea infestation and the presence of human faeces for example (bi-monthly)

Attending properties where drug paraphernalia including needles may be present. (quarterly)

Visiting tenants who are potentially violent or aggressive or who are heavy smokers. (monthly)

Working Conditions

Basic Disclosure Check

Normal office conditions.

The job holder will be required to visit tenants at their home around the district in order to resolve tenant queries and complaints

Other Employment Requirements

This job will be suitable for hybrid working.

The job holder would be required to attend evening meetings resident consultation initiatives as and when required

The job holder will be expected to be available for evening and weekend working – up to 24 evenings per year and 4 weekends per year.

Full clean driving licence and use of a car insured for business purposes

To participate in the office duty and sign up rota up to 4 times weekly.

To be available to assist with departmental responsibilities in accordance with the Corporate Emergency Planning and Business Continuity arrangements

Method of Assessment Codes

A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
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ROLE SPECIFIC PERSON SPECIFICATION - [add role title]											
Criteria							Essential	Desirable	Assessment		
Values and Behaviours											
	We are Customer Driven				X				I, T, R		
	We Care				X				I, T, R		
	We are Confident				X				I, T, R		
	We Work Together				X				I, T, R		
	We are Trusted				X				I, T, R		
Qualifications											
Q1	Educated to degree level or with 3 years equivalent experience at relevant level in Social Housing or Housing Services.				X				A, D		
Q2	GCSE grades A-C in Maths and English				X				A, D		
Q3	BTEC or equivalent in Housing Studies or similar						X		A, D		
Knowledge											
K1	Excellent knowledge of housing law, landlord and tenant law and legal procedures relating to tenancy management, income management and debt recovery.				X				A, I		
K2	A commitment to and an understanding of the concept of Equal Opportunities Policies.				X				A, I		
K3	Knowledge of the range of options available in developing tenant involvement and participation and the role of the Tenant Services Authority and regulators in its support, monitoring and promotion				X				A, I		
K4	Knowledge of the landlord's duties to tenants and the wider community.				X				A, I		
K5	Working knowledge of IT systems including MSOffice in particular Word, Excel and Outlook				X				A, T, I		

K6	Knowledge of environmental protection legislation including Health and Safety regulations and Fire regulations	X	A, I
K7	Knowledge of Court, Rent Recovery and arrears process and procedures	X	A, I
Experience			
E1	Significant experience working in social housing service provision in a position which requires assessment of information and justifiable actions based on that information (3 years minimum if not a graduate).	X	A, I
E2	High quality communication skills (both verbal and written), together with excellent interpersonal skills to influence and negotiate at all levels for example with tenants and partner agencies.	X	A, I
E3	Demonstrable experience and commitment to tenant involvement and consultation	X	A, I
E4	Demonstrable knowledge of dealing with a wide range of issues covering Estate Management including nuisance problems, neighbour disputes and anti-social behaviour	X	A, I
E5	Demonstrable experience of working within policies and procedures and providing input into policy development and improvements.	X	A, I
E6	Experience of undertaking successful consultation exercises with Housing customers	X	A, I
E7	Previous experience of advising and negotiating with tenants and leaseholders to ensure they meet their legal obligations in respect of adhering to the terms of their tenancy, paying rent etc.	X	A, I
E8	Demonstrate experience of working on complex Housing tenant cases	X	A, I
E9	Previous experience of rent collection and recovery of arrears to meet pre-scheduled deadlines e.g. Court dates, Housing Review Panels	X	A, I
E10	Previous experience of managing focus groups and contributing suggestions to improve the service.	X	A, I

E11	Experience of analysing customer feedback data in order to identify trends, service issues and formatting information to support effective decision making.	X	A,I
E12	Previous experience of representing the Council in Court, presenting cases and cross examination	X	A, I