

Housing Officer

What will you do at CDS and how does that link to our purpose?

You will be the person that residents rely on to get the best out of their homes and services. You will work collaboratively to resolve issues quickly and effectively, ensuring that CDS estates and properties are safe places where people feel proud to live. You will always give residents a say in the decisions that matter to them and will actively seek out opportunities to listen to customers and take their feedback on board.

What difference will you make?

- Residents trust us as a reliable and fair landlord that acts with integrity
- Residents would recommend us as a landlord
- Residents feel they get good value for money for their rent and service charges
- Residents feel that you listen to them and seek ways within policy to get them a “yes”
- Enquiries are responded to quickly, courteously and accurately
- Residents on your patch are satisfied with their gardening, cleaning and repairs services
- Our estates and blocks are safe and compliant, with hazards quickly and effectively resolved
- You have real knowledge about your residents and use it to help them thrive in our housing
- You take resident engagement seriously and find ways to involve people on your patch
- Our information about customers and issues on your patch is current and accurate
- Your colleagues rely on you as a team player and you contribute to our positive energy

We will look to you to

- Effectively manage a housing patch, including tenancies, estate services contract management, antisocial behaviour, voids and lettings, and support the income, repairs and compliance teams to ensure residents receive an excellent customer experience
- Put the safety of people first
- Resolve enquiries and issues quickly and well
- Maintain accurate records and use our I.T. systems to their full potential
- Know your customers, properties and estates
- Understand and fulfil our statutory and regulatory obligations and responsibilities
- Work with colleagues to make sure we deliver our promises
- Take accountability for the experience our residents have living in a CDS home and our stakeholders have interacting with us
- Build our reputation for reliability, responsiveness, fairness and acting with integrity
- Understand the financial relationship with customers
- Constantly be looking for new ways to improve residents’ experience

You will definitely bring ...

- An unquenchable interest in social housing and passion for housing management
- Prior experience in housing management or evidence of transferable skills along with the drive to work hard and get up to speed quickly
- Experience or awareness of landlord safety issues, repairs, welfare benefits or tenancy law
- A willingness to learn new skills, try new ways of working and to step in when a colleague needs help
- Experience working with difficult customers to successfully resolve contentious issues
- Pace, energy and enthusiasm
- The ability to take ownership of your work and demonstrate your follow through on issues
- Excellent communication skills – verbally and in writing

- Great attention to detail and record keeping
- Confidence and aptitude working with IT systems, including Microsoft Office
- The ability to create and manage simple contracts for services and tenancy agreements
- Experience managing your own workload and priorities and evidence of high productivity
- A proven record of collaborating with other teams to problem solve and benefit the customer

You will be a star performer in this role if you ...

- Love working with and for customers
- Like the element of surprise in your day
- Are a great listener and are able to consider things without judgement
- Are obsessional about keeping your promises and following through
- Are naturally an enabler – helping people to help themselves
- Enjoy working as part of a team
- Enjoy finding creative ways to fulfil customers’ requests within the confines of policy
- Are a great listener and critical thinker, dealing in facts rather than assumptions
- Confidently try new things, problem solve and use good judgement to efficiently and accurately get things done independently within the confines of CDS policy

This probably isn’t your dream job if you ...

- Are irritated by interruptions
- Dislike dealing with “silly” questions
- Avoid conflict or emotion
- Default to saying “no” to requests when you aren’t sure what to do or because it’s easier
- Find it hard to meet deadlines or to keep good records
- Prefer to check with a manager before making decisions
- Tend to put off dealing with complex or difficult tasks
- Are uncomfortable learning new IT programmes
- Text and email messages in order to avoid having to speak over the phone or in person
- Make assumptions rather than seeking out facts
- Tend to act on impulse or instinct rather than intention

You will be responsible for...

This role has no management responsibilities but may include supervision of directly employed estate caretakers or cleaners.

You will get support from...

Housing Manager

What we offer:

Salary: £40,975

- Eligibility for an annual performance-based bonus
- Choice to work primarily from home or from our office in Central London (requirement to come to the office as required, averaging 2x/month)

Other Benefits:

- Contributory pension scheme (Social Housing Pension Scheme up to 10% of salary matched)
- 28 days annual leave (3 fixed, plus statutory bank holidays)
- Health cash plan (non-contributory)
- Employee perks system (Perkbox)