



Job Profile

Post title:	Housing Officer
Department:	Housing Management - Place
Job families:	Regulation
Grade:	E
Responsible to:	Team Leader (Tenancy/Estates)
Employees managed:	None
Date of issue:	14.08.2026

Overall Job Purpose

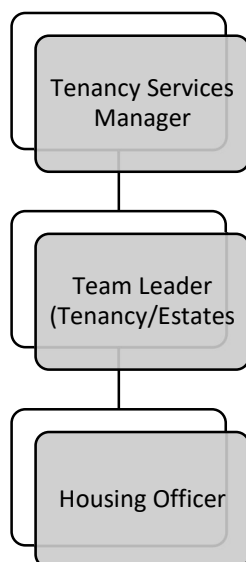
The post holder will be responsible for delivering a high-quality tenancy and estates management service across the district including estate-based activity within an area, ensuring that tenants are complying with the terms of their Tenancy Agreement.

Working Conditions

- The role involves working in an office, covering office duty requirements on a rota basis (which operates between 8.30am and 5.00pm Monday to Friday and 8.30am to 4.30pm on a Friday), undertaking general office work which is mainly in a sedentary position, limited requirement for standing and walking, and/or carrying of equipment and resources.
- The role will involve lone working and regular visits to tenants' homes, which may involve managing challenging situations and behaviours.
- The postholder may be required on occasion to work outside of normal working hours/attend evening meetings as part of the role, for which an appropriate payment or time off in lieu will be granted.
- The postholder will work in a confidential environment dealing with highly sensitive and emotionally challenging information.

- The role involves driving and so the postholder will be required to undertake relevant DVLA checks. The postholder is eligible for essential car user allowance, subject to meeting the requirements in the Car Allowance Policy.
- The postholder is eligible to utilise the Flexi Time Policy.

Structure



Job Description

Operational management

- 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. • Identify and provide support to vulnerable tenants, liaising with and making appropriate referrals internally and externally to assist tenants to sustain a tenancy.
Communication	• 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. • To keep full and detailed records of all actions taken and all contact with tenants and to write non-standard 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.
Partnership / corporate working	• 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. • 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. • Attend Tenant and Resident Meetings as required.
Resource management (including Financial and Physical)	Not applicable

Systems and information	Not applicable
Strategic management	Not applicable