



Job Description

Job title	Housing Officer – decant specialist	Hours	37 Hours per week
Department	Housing	Grade	SK11 (£36,762 per annum)
Location	Mix of home and Grantham based office working as well as remote working with frequent visits	Contract	Permanent

Main Job Purpose

The post holder will act as an ambassador for the Council in delivering excellent housing and tenancy management services designed around customer requirements, working with internal and external partner agencies to ensure income is maximised and tenants comply with their tenancy conditions.

This post is not politically restricted.

Main Statement of Responsibilities

- Manage housing and tenancy related issues; solving problems, ensuring agreed tasks are actioned; providing appropriate signposting and ensuring the delivery of other services as appropriate.
- Act as the main point of contact and liaison officer for tenants who are required to be decanted, coordinating communication between tenants and relevant Housing Services, and ensuring tenants are kept informed and supported throughout the decant process.
- Undertake tenant sign-ups for decanted properties and other properties across South Kesteven District, ensuring tenants receive appropriate information, understand their tenancy responsibilities and are supported to establish their tenancy successfully.
- Manage and coordinate all matters relating to all types of tenancies within a defined area, taking ownership of customer's issues and liaising closely with colleagues who have specific responsibilities (for example, for repairs).
- Undertake accompanied viewings and the 'sign-up' of new tenants, ensuring new tenants enjoy a positive introduction to their new home and have a clear understanding of their responsibilities as tenant and potential landlord enforcement policies and remedies.
- Take timely actions to identify and remedy actual or potential breaches of tenancy, ensuring tenancy compliance and encouraging tenant responsibility.
- Ensure new tenants are signed up with clear expectation to pay their rent and that they are supported in applying for appropriate benefits such as Housing Benefit or Universal Credit at sign up
- Respond to and investigate issues of anti-social or unacceptable behaviour
- Support the direction of caretaking activities and liaise with the Grounds Maintenance Officer to improve the estate environment.
- Foster, support and facilitate tenant, customer and resident engagement, involvement, and feedback
- Assist residents, whether as individuals or as community groups, in accessing relevant services (e.g. LCC Wellbeing Service, Adult Social Care etc.)
- Identify and report any concerns relating to Safeguarding; both in relation to vulnerable adults and in promoting the welfare of children and young people



- Work to ensure performance meets a range of KPI's
- Contribute to the development of procedures and working practices which support service improvement across Housing Services
- Provide guidance to Housing co-ordinators in relation to key activities

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident's trust.

Empowerment

- Committed to creating an environment where employees are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Whatever job we do, we're responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- The Council is driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.





Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Evidence of successful partnership or multi-agency working
- Uses a rational and disciplined approach to problem solving
- Makes effective decisions as to when, how and why duties are to be carried out and has clarity about the desired outcomes.
- Analyses and interprets complex information to solve difficult problems or to develop new ideas or concepts
- Produces medium-term solutions or plans
- Experience of working in a housing-related or other public service environment
- Experience of direct dealing with members of the public, demonstrating a clear understanding of customer service standards
- Experience of contributing to partnership and multi-agency working
- Experience or a sound understanding of dealing with tenancy breaches and anti-social behaviour
- Knowledge of Adult and Children's safeguarding
- Experience of prioritising his or her own workload
- Experience of dealing with tenants or residents who may be in a distressed state
- Knowledge of Health and Safety
- Experience dealing with cases relating to Anti-Social behaviour
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Desirable

- Experience of operating a range of Housing IT systems
- Knowledge of issues relating to the delivery of social housing management or other customer driven public services
- Clear understanding of the aims and objectives of Tenancy and Neighbourhood Management
- Experience of possession proceedings up to and including attending Court
- Experience of assisting residents to access welfare benefits and other financial inclusion support

Relevant Qualifications

Essential

- Good standard of general education (A level or equivalent)
- Current driving license

Desirable

- Qualified, working towards or willing to work towards Membership of the Chartered Institute of Housing

Communication and Interpersonal Skills

Essential

- Effectively exchanges complicated or sensitive information with a range of people, orally and in writing



- Communicates effectively; able to persuade groups of people and to deal with differing points of view
- Ability to work with a diverse range of people including vulnerable customers
- Able to communicate complex messages in a simple and empathetic way to customer