

Harlow Council Job Description

Job Title: Housing Officer

Post Number: HM0014A

Grade: 11

Date: September 2026

Directorate: Housing Operations (People)

Location: Civic Centre

Responsible to: Estates and Tenancy Team Leader

Job Purpose:

The Council is committed to the highest level of customer care and service delivery. The post holder will work as part of the Housing Management Team and be responsible for estate and tenancy management duties in accordance with the Council's agreed policies and working practices, delivering a first class service that is value for money and customer focused.

- 1.0** To work as part of a team dealing with all aspects of estate and tenancy management. The post holder will be the principal point of contact for tenant and leaseholders in the provision of a comprehensive estate management for people and property ensuring all customers are given help and support in making their tenancies sustainable.
- 2.0** To work closely in partnership with other departments and agencies in connection with the service, allowing the service to have a joined up approach.
- 3.0** To assist in the delivery of the team plan and local strategies.
- 4.0** Other duties appropriate to the role.
- 5.0** Statement of Health and Safety.

Breakdown of tasks:

- 1.0 To work as part of a team dealing with all aspects of estate and tenancy management. The post holder will be the principal point of contact for tenant and leaseholders in the provision of a comprehensive estate management service ensuring all customers are given help and support in making their tenancies sustainable.**
- 1.1 To investigate and take appropriate action in relation to tenancy and estate management enquiries, including anti-social behaviour, harassment, and neighbour disputes, unauthorised occupation of the Council's stock, successions and assignments and breaches of tenancy (excluding rent arrears) and estate related incidents.
- 1.2 To discuss with the Team Leaders and Tenancy Support officers any unusual, complex or sensitive cases at an early stage.
- 1.3 To carry out ward based estate inspections in accordance with the Team Plan, to identify and rectify any health and safety or environmental issues through joint working with other appropriate departments and agencies.
- 1.4 To ensure that comprehensive, up-to-date, clear, easily accessible, written notes and documentation are maintained on individual cases / incidents and where appropriate electronic records are regularly updated and maintained.
- 1.5 To adopt a flexible approach to both covering and assisting the work of other team members during periods of absence and demonstrate a commitment to team working.
- 1.6 To maintain up-to-date statistical information as required.
- 1.7 To provide the initial point of contact at a tenancy sign ups, giving advice and support for all new tenants and to ensure signposting to other agencies as the need arises.
- 1.8 To discuss housing options with residents and be responsible for registering transfers and mutual exchange applications and inspections.
- 1.9 To assist with the training of new staff.
- 2.0 To work closely in partnership with other departments and agencies in connection with the service, allowing the service to have a joined up approach.**
- 2.1 To work closely with other departments and agencies to ensure a 'joined-up' approach to the service is achieved.
- 2.2 To attend court, case conferences, panels and other meetings in connection with the service and present relevant up-to-date information so that informed decisions may be taken to resolve the situation.
- 3.0 To assist in the delivery of the team plan and local strategies.**
- 3.1 To contribute to discussions about the formation of the team plan.
- 3.2 To assist in the delivery of the team plan.
- 3.3 To adhere to individual and team targets identified through team plans and personal plans.

4.0 Other duties appropriate to the role.

- 4.1** To undertake other duties commensurate with the grade, skills, knowledge and experience of the post holder.
- 4.2** All employees are expected to show a commitment to safeguarding children, young people and adults with care and support needs.
- 4.3** All employees are expected to have regard and operate within the Council's commitment to equality and diversity and customer care.
- 4.4** All employees are expected to adhere to requirements of GDPR (General Data Protection Regulations) and The Data Protection Act (2018) and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
- 4.5** All employees are expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

5.0 Statement of Health and Safety

- 5.1** Harlow Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work etc. Act 1974:
- 5.2**
- To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
 - To co-operate with Harlow Council in order to enable statutory requirements to be implemented.
 - Not to intentionally interfere with or misuse anything provided in the interests of health and safety.