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Oxford City Council

Building a world class city for everyone

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OXFORD CITY COUNCIL

Career Opportunity

Role information

Job Title	**Assistant Housing Officer**
iTrent Ref No.	**002926**
Position Type	**Secondment/Fixed Term up to 18 Months**
Hours	**37**
Grade and Salary	**G6: £38,275 per annum full time (pro rata for part time)**
Location	**Hybrid - Oxford area and Work from home**
What hybrid looks like in this role	**This is a citizen facing role. Colleagues are required to work regularly and at least twice a week from one of the OCC sites as well as meeting with customers or clients face to face as needed.**
Service Area	**Housing Services**
Responsible to	**Area Housing Manager**
Responsible for	**N/A**
Assets	**N/A**
Budget	**N/A**
Rehabilitation of Offenders Act 1974	**Not Exempt**
Candidate Screening	**Basic Disclosure and BPSS**
Driving Licence	**Not required**
Political Restriction	**This post is not politically sensitive**

The Role

The Assistant Housing Officer at Oxford City Council is responsible for providing support in the management of a housing/tenancy portfolio delivering high-quality, visible and accessible tenancy services. The role involves supporting the Housing Officer with appropriate level tenancy management queries including proactive support for tenants and maintaining compliance with statutory and regulatory functions.

For an informal discussion about the post please contact Rebecca Reay on rreay@oxford.gov.uk

About us

Our ambitious leadership team and dedicated staff are working hard building a world class city for everyone. Oxford City Council has accelerated plans to build more affordable and council housing in the city. We provide services to help reduce inequality and improve the health and wellbeing of Oxford's residents and are taking a lead on reducing emissions and increasing biodiversity to become a net carbon neutral city of the future.

We are a supportive and collaborative bunch of people working towards shared goals, where new ideas and initiatives are valued. We strive to deliver service excellence, take accountability for our

actions and communicate with honestly and respect. There has never been a more exciting time to join us! Help us to build successful places in which to live and work and build a fairer, greener city in which everyone can thrive.

We offer generous holiday of 29 days a year with an additional 4 days after 5 years' service and an excellent range of benefits including the Local Government Pension Scheme, payment of professional fees and subscriptions, Personal accident insurance, Travel loans, Travel to Work Discount Scheme, Eye care, Gym membership, Cycle to Work Scheme, Staff Offers Discount Scheme, an Employee Assistance Programme and discounts for Oxford attractions. You can find out more in our Candidate Pack.

In addition, we are committed to supporting career development opportunities and learning and development.

Role purpose

- To support the management of a housing portfolio, supporting the delivery of all aspects of a high quality, visible and accessible tenancy service, achieving targets and contributing towards high level of tenancy satisfaction.

- To support the management of tenancies, on all aspects of a tenants' journey, to provide the support for tenants to live well in a good quality, safe and affordable home.
- To take the initiative under the guidance of the Housing Officer and Area Manager on tenant cases working with colleagues and partners to ensure all aspects of statutory and regulatory obligations are met in day-to-day duties.

Role responsibilities and main duties

- Alongside the Housing Officers and Area Improvement Officer, you will provide a high-level tenant service offer, supporting certain aspects commensurate with the role, of tenancy management and tenant requests, ensuring you take ownership and expectations are met.
- You will provide a visible, face to face service working independently at times with tenants and liaising with colleagues and external partners to resolve tenant-related issues.

- You will provide support to the Housing Officers across an area on the following:
    - Develop and maintain a sound understanding of the support needs of vulnerable individuals/families and pathways of support.
    - Provide administrative support for mutual exchange applications, including maintaining system records, obtaining references, arranging surveys, liaising with partner landlords and ensuring actions are progressed in accordance with policy and timescales.
    - Support the process of tenant mobility from application to sign up, assisting tenants to complete transfer applications and bid on properties where required, supporting the organising of property viewings, providing references, and completing assessments, and supporting Housing Officers to ensure that new tenants are fully aware of their contractual terms, rights and obligations relating to the Tenancy Agreement.
    - Consistently develop good working relations with tenants to instill and gain trust and confidence that will lead to them taking pride in looking after their home, developing positive relationships around their neighbourhood – whilst being also aware of both the Council's and tenants' responsibilities and rights.
    - Support the Council in maintaining safe and clean homes and neighbourhoods - taking ownership, keeping detailed records and reporting property issues e.g., repairs, cleaning, grounds maintenance, trees, ASB etc. whilst on site and referring remedial action to the right person, paying particular attention to tenant safety issues
    - Create and publish all Choice Based Lettings advertisements using void property

information, ensuring compliance with statutory timescales, minimising void loss, and supporting the efficient allocation of housing stock.

- Casework management responsibilities include:
    - Where appropriate, meeting with customers to understand their needs, explain any action required and the steps to be taken, ensuring expectations are managed, keeping them updated on progress and supporting the work of Housing Officer in coordinating the involvement of other teams to get a resolution in place.
    - Supporting the Housing Officers in ensuring that vulnerabilities of tenants are suitably assessed and taken into account in the design and delivery of services – e.g., prompt repairs, safety evacuation procedures, improvements to their home etc
    - Administer and triage Occupational Therapist adaptation requests, including visiting customers to confirm household circumstances and needs where needed. Refer to ODS for work to be completed or the Area Housing Manager for major works, as required and keep customers and the Occupational Therapist up to date with progress on the adaptation request.
    - Administer Occupational Therapy (OT) referrals from receipt through to completion, coordinating actions between residents, Occupational Therapists, contractors and internal services to achieve appropriate housing outcomes.Assess tenant vulnerability, support needs and risk factors during home visits and determine appropriate interventions, referrals and follow-on actions.
    - Exercise professional judgement when assessing housing suitability in regards to mutual exchanges and sense checks relating to Occupational Therapy recommendations, safeguarding concerns, fire safety risks and tenancy sustainability. Identify, assess and respond to safeguarding concerns arising during tenancy, welfare, compliance and estate-based visits, making appropriate referrals and escalating risks where required to Housing Officers or appropriate parties.

Other responsibilities include:

- Maintaining a developing knowledge of the Social Housing Act and the Consumer Standards as well as all relevant current landlord and tenant legislation, guidance, best practice and case law. Taking part in monthly Estate Walk Abouts with tenants, Councillors and other stakeholders; following up and engaging with Property Services to ensure sure works are planned and completed
- To inspect void garages and carry out garage viewings with customers as required, liaising with Business Support Officers to organise garage clearances and other minor works.
- Coordinate garage lettings, including advertising and allocation activities, arranging and conducting viewings, completing sign-ups, issuing and recovering keys, maintaining accurate records, and supporting the efficient letting of garages in line with council policies and procedures. Alongside your team, ensuring services are resident focused and responsive.
- Keeping all residents' records and data up to date and accurate in real time, with all interaction recorded, holding other teams to account to do the same.
- Undertaking a proactive/preventative approach to tenancy management by adopting mobile working with the use of appropriate IT and communication systems and adhering to health and safety and lone working requirements
- To work continuously to promote digital inclusion, supporting tenants to achieve channel shift as the council modernises its IT offer to tenants and enable them to confidently raise repairs, paying rent and Council Tax, increasing use of Direct Debit payments for all regular transactions.
- Acting in such a way that at all times safeguards the health and well-being of children and vulnerable adults.
- Carrying out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.

- Carrying out the role and functions in line with Council's employee code of conduct.
- Undertaking any other duties commensurate with the general level of responsibility of this post.

Who we are looking for

Candidates will be shortlisted on the basis of demonstrating that they fulfil the following criteria that is listed to be 'Assessed at: Application' on their application form and should include clear examples of how they meet these criteria.

Each of the criteria below will be measured through, the application form, interview, test/exercise or documentation (eg a qualification document).

Essential Criteria	Assessment stage
Have, or committed to working towards a Level 3 CIH qualification or above	Application; document
Developing understanding of the regulatory requirements for social housing landlords (Social Housing Act and the Regulator's Consumer Standards) and how to embed these into day-to-day practice as a housing professional.	Application; interview
Basic understanding of the Council's legal obligations towards tenants in its landlord role - particularly those around safety and compliance	Application; interview; test
Experience of working tenants consistently delivering actions in line with policy and procedure.	Application; interview
Experience in dealing effectively and confidently with challenging behaviour, including the ability to deal sympathetically with distressed, individuals	Application; interview
Good organisational skills with the ability to work systematically with a calm approach, working on own initiative consistently meeting deadlines.	Application; interview
Ability to remain confident and able to manage expectations, whilst recognising individual needs and showing empathy	Application; interview
Sufficiently mobile to travel and visit tenants around the city as necessary	Application; interview

Desirable Criteria	Assessment stage
Experience of being responsible for positive change and making things happen.	Application; interview
Good knowledge and understanding of standard IT software packages including Microsoft Office and Teams.	Application; interview; test
Knowledge of welfare benefits and related issues, including Universal Credit.	Application; interview; test
Knowledge of equality and diversity issues affecting social housing tenants	Application; interview

Notes to applicants

In addition to the above criteria, Oxford City Council has developed and embedded a suite of values and behaviours. Full details of these can be found on our web page, under Working for Us. Please familiarise yourself with these values and behaviours. If you are invited for interview, you will be asked questions based on them. More information about working for the Council, our values and vision, is available on our website.

How to apply

Applications should be made via our online application system (no CVs please).

For further information and how to apply online, please visit www.oxford.gov.uk

If you are unable to access our website, please call 01865 252848.
Note: For roles that require a DBS Certificate (Enhanced and or Barred List check), candidates are required to supply their complete work history.
You will be notified of the outcome of your application either way. If you are selected for interview, you will be informed whether the interviews will be online or in-person. Please note, for hybrid roles the successful applicant will be expected to work from home. You should ensure that you have reliable and secure Wi-Fi access; a suitable workspace and are prepared to undertake distance learning and training.

Closing Date: **29 November 2026**

Late applications will not be processed

Interview Date(s): **08 December 2026**

We are an equal opportunity employer:

We are striving to become a more inclusive employer and to represent the communities that we support. We have policies in place to ensure that every applicant and employee can flourish and succeed. Currently we are underrepresented in some areas and would particularly welcome applicants from ethnic and minority communities. All applicants will be given fair consideration for work and will not receive less favourable treatment on the grounds of any protected characteristic.

Our commitment to Safeguarding:

Oxford City Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and requires all staff and volunteers to demonstrate this commitment in every aspect of their work.

disability confident EMPLOYER

OXFORD LIVING WAGE

Stonewall DIVERSITY CHAMPION