



## Job description

**Job title:** Housing Officer

**Responsible to:** Housing Team Leader

### **Purpose of the post:**

- To provide an excellent tenancy and estate service, ensuring the varying needs of a diverse range of customers are met within a defined geographical area.
- To ensure that Hastoe communities are places that residents wish to live, working closely with a range of key partners in assisting tenants to maintain their tenancies, as well as in taking enforcement action where necessary, and in accordance with policy and procedures.
- To maintain clean and safe neighbourhoods, to encourage resident engagement, and promote a community approach and considerate tenancy conduct for the benefit of all residents in the locality.

### **Key areas of responsibility:**

1. To oversee your designated patch, covering all aspects of Housing Management.
2. To recover unpaid rents, service charges and other debts owed by tenants; take relevant legal action; represent Hastoe at court hearings; respond to resident queries on service charges.
3. To advise residents of the welfare benefits they may be due, signposting to Hastoe's Benefits & Welfare Advisor, or relevant outside agencies where appropriate.
4. To ensure estate services are delivered to a high standard; monitor contractor performance; consult with residents about their community and the estate services being provided; liaise/consult on recommendations for estate improvements.
5. To carry out estate, fire and other necessary inspections and tenancy audits; carry out estate and community walkabouts; identify and address any estate concerns, providing a cleaner and greener environment for all residents.



6. To ensure the efficient allocation of all housing vacancies; ensure the end tenancy process is complied with; carry out pre-tenancy visits/checks to assess applicants' needs and make allocations recommendations; offer properties, sign up new tenants and inform new tenants and shared owners of the obligations of both tenant and landlord, including the requirements of their tenancy agreement or lease.
7. To oversee mutual exchanges within statutory timescales and any tenancy changes such as successions, deed of release or assignments.
8. To ensure the best possible start to each new tenancy by communicating effectively with the new resident, taking responsibility for ensuring the sustainment of each new tenancy by identifying any possible vulnerabilities and signposting to the relevant support agencies where appropriate.
9. To deal with reports of anti-social behaviour (ASB), nuisance and suspected tenancy fraud impartially and in line with policy and procedures; thoroughly investigate and record all incidents of ASB/neighbour disputes and be proactive in initiating the necessary solutions within the required timescales and the ASB Policy and Procedure; develop and maintain strong working relationships with a range of key agencies in resolving ASB cases.
10. To maximise the opportunities for meaningful resident involvement in the delivery and management of housing services.
11. To actively recruit and support resident champions.
12. To take responsibility for prioritising your own workload; be proactive in solving a wide range of customer enquiries and problems on a day-to-day basis; using your own initiative to make and communicate clear and sensible decisions, seeking approval of your line manager where policy and procedure requires.
13. To maintain accurate records of all resident contact on Active H/Liberty.
14. To take responsibility for your own personal safety, ensuring compliance with the Lone Working Policy and Procedure at all times.
15. To demonstrate a team-focused approach, work proactively with all Hastoe departments and contribute to the achievement of the Housing Team's targets and objectives.

**Organisational responsibilities:**

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but will be changed from time to time to meet the changing requirements of Hastoe.



## Person Specification

Attributes	Essential	Desirable
<b>Education and Training</b>	<ul style="list-style-type: none"><li>• Minimum of 5 GCSE passes including English &amp; Maths (A-C grades or equivalent).</li><li>• Commitment to continued personal development.</li></ul>	<ul style="list-style-type: none"><li>• Chartered Institute of Housing Qualification i.e. min. Level 3 Certificate in Housing.</li></ul>
<b>Skills, knowledge and Experience</b>	<ul style="list-style-type: none"><li>• Minimum of 2 years' experience within a housing environment in a capacity which involved face-to-face interaction with customers.</li><li>• Understanding of the role and scope of social housing providers.</li><li>• Proven track record of dealing with a range of stakeholders and partners concerned with social housing.</li><li>• Demonstrated commitment to high-quality customer service.</li><li>• Knowledge of income collection.</li><li>• Excellent written and verbal communication skills.</li><li>• Proven experience of using Microsoft Office package including Outlook, Word and Excel to an intermediate level.</li></ul>	<ul style="list-style-type: none"><li>• Basic knowledge of Housing Legislation in relation to Tenancy Management and legal enforcement proceedings via the County Court.</li><li>• Knowledge of current housing issues.</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Strong problem-solving abilities.</li><li>• Ability to organise own workload and establish priorities.</li><li>• Ability to work on own initiative.</li><li>• Strong team player.</li><li>• Self-motivated and self-reliant.</li><li>• Committed to providing outstanding customer service.</li><li>• Confidence in dealing</li></ul>	



	<p>with customers in their own homes and on the estates. Confidence in dealing with potential conflict.</p> <ul style="list-style-type: none"><li>• Committed to customer involvement.</li><li>• Understanding of and committed to equality and diversity.</li></ul>	
<b>Personal Circumstances</b>	<ul style="list-style-type: none"><li>• Full driving licence and use of motor vehicle.</li><li>• Ability to travel throughout the defined geographical region.</li></ul>	