



## Job description

**Job title:** Housing Officer

**Responsible to:** Housing Team Leader

**Purpose of the post:**

- To provide a comprehensive housing management service to tenants, ensuring effective allocations, rent arrears management, antisocial behaviour management, tenancy management, estate services, and health and safety compliance.
  - The Housing Officer will work closely with residents, colleagues, and external agencies to maintain high standards of service delivery.
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**The key areas of responsibility are:**

**1. Allocations:**

- Manage the allocation of properties in accordance with Hastoe's policies and procedures.
- Conduct viewings and sign-ups, ensuring tenants understand their rights and responsibilities.
- Ensure that mutual exchanges are managed in accordance with Hastoe policies and procedures, and support is provided to residents wishing to apply for a mutual exchange.

**2. Rent Arrears Management:**

- Monitor rent accounts and take appropriate action to prevent and recover arrears.
- Provide advice and support to tenants experiencing financial difficulties, referring people to Hastoe's Benefit and Welfare Advice service or external debt advice services as required.
- Represent Hastoe in undertaking possession proceedings in Court.

**3. Antisocial Behaviour:**

- Investigate reports of antisocial behaviour and take appropriate action in line with policies and procedures.



- Work with tenants, the community, and external agencies to resolve issues and promote a safe living environment.
- Represent Hastoe in Court where enforcement action is required.

#### **4. Tenancy Management:**

- Deal with a range of tenancy enquiries and resolve issues as required in line with policies, procedures and relevant legislation.
- Conduct regular tenancy reviews and visits to ensure compliance with tenancy agreements.
- Address and resolve tenancy breaches, up to and including representing Hastoe in Court.
- Provide support to sustain tenancies by referring to and working with specialist support agencies as required.

#### **5. Estate Services:**

- Oversee the maintenance and cleanliness of communal areas and estates.
- Liaise with contractors and service providers to ensure high standards of estate services.
- Escalate issues of contractual non-compliance with the Estate Services Manager as required.

#### **6. Resident Engagement:**

- Consult and engage with residents in the management of schemes.
- Attend resident meetings and events as required.
- Work with residents to identify and address their needs and concerns.

#### **7. Health and Safety:**

- Ensure compliance with health and safety regulations within the housing stock, including but not limited to undertaking fire safety inspections, and identifying and reporting hazards.
- Work closely with colleagues in enforcing access to properties, representing Hastoe in Court where formal tenancy action is required.

#### **8. General Duties:**

- Maintain accurate records and prepare reports as required.
- Attend meetings and training sessions as necessary.



- Provide excellent customer service and maintain positive relationships with tenants and stakeholders.

**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 A-Level or equivalent level of education and must have grade A-C GCSE English and Maths, or equivalent.</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>• Experience of dealing with people in challenging situations.</li><li>• Strong communication and interpersonal skills.</li><li>• Experience of managing a diverse workload and effective task prioritisation.</li><li>• Good IT skills with an eye for detail in maintaining accurate records.</li><li>• Proficient use of Microsoft Office applications and the ability to use specialist housing management software systems.</li><li>• Ability to understand and interpret tenancy agreements, contracts, legal notices and relevant legislation.</li></ul>	<ul style="list-style-type: none"><li>• Experience of working in general needs housing management.</li><li>• Understanding of housing legislation and best practice.</li><li>• Knowledge of welfare benefits.</li></ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"><li>• Empathy and a commitment to providing high-quality service to tenants.</li><li>• Problem-solving skills and the ability to handle challenging situations.</li><li>• Attention to detail and a proactive approach to work.</li><li>• Ability to work independently, under minimal supervision as well as part of a team.</li></ul>	
<b>Personal Circumstances</b>	<ul style="list-style-type: none"><li>• Full driving licence and use of motor vehicle.</li><li>• Willingness to work outside of office hours on an occasional basis.</li><li>• Physically able to visit properties and climb stairs.</li></ul>	