



## Job description

**Job title:** Housing Officer

**Responsible to:** Regional Manager

**Responsible for:** N/a

**Purpose of the post:** The Housing Officer will work closely with residents, colleagues, and external agencies to maintain high standards of service delivery

**Location:** The role is a hybrid role covering the area of Surrey. Candidates must live in Surrey in order to carry the role out.

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

- Managing the allocation of properties in accordance with Hastoe's policies and procedures.
- Conducting viewings and sign-ups, ensuring tenants understand their rights and responsibilities.
- Monitoring rent accounts and taking appropriate action to prevent and recover arrears.
- Providing 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.
- Representing Hastoe in undertaking possession proceedings in Court.
- Investigating reports of antisocial behaviour and take appropriate action in line with policies and procedures.
- Working with tenants, the community, and external agencies to resolve issues and promote a safe living environment.
- Conducting regular tenancy reviews and visits to ensure compliance with tenancy agreements.



- Providing support to sustain tenancies by referring to and working with specialist support agencies as required.
- Overseeing the maintenance and cleanliness of communal areas and estates.
- Consulting and engaging with residents in the management of schemes and attending resident meetings.
- Ensuring compliance with health and safety regulations within the housing stock, including but not limited to undertaking fire safety inspections, and identifying and reporting hazards.
- Maintaining accurate records and prepare reports as required.

**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 may 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>	
<b>Skills and experience</b>	<ul style="list-style-type: none"> <li>• 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 current housing issues.</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>• Chartered Institute of Housing Qualification i.e. min. Level 3 Certificate in Housing.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• <b>Customer Inspired:</b> A positive approach to customer service (for both internal and external customers).</li> <li>• <b>Open and Transparent:</b> Able to listen, learn and improve.</li> </ul>	



	<ul style="list-style-type: none"><li>• <b>Professional:</b> Able to take ownership of your actions and cope well under pressure.</li><li>• <b>Passionate:</b> Able to go the extra mile to find solutions and meet deadlines.</li><li>• <b>Enterprising:</b> Willing to seek new learning experiences.</li><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></ul> <p><b>Personal Circumstances:</b></p> <ul style="list-style-type: none"><li>• Full driving license and use of motor vehicle.</li><li>• Ability to travel throughout the region.</li></ul>	
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