

ROLE PROFILE

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| Job Title: | Housing Officer | Reporting to: | Head of Customer Services |
| Directorate: | Operations Department | Location: | The Gateway, 89 Sankey Street |
| Purpose of the role: | | | |
| Provide a professional front line, customer focused housing and neighbourhood management service to the Association's housing portfolio and specialist accommodation, in close co-operation with your manager, colleagues, customers and partners. | | | |
| Key accountabilities and job content | | | |
| <ul style="list-style-type: none"> • Provide excellent comprehensive services to customers, homes and neighbourhoods in line with company business plans, standards, policies and procedures. • Manage specified tenancy requirements including rent collection, income recovery, void turnaround, estate inspections and tenancy/ lease enquiries – ensuring prompt and effective responses. • Investigate allegations of tenancy breaches, such as anti-social behaviour, hate crime and domestic abuse in a sensitive manner, taking robust action when required. • Prepare and present cases for legal action in court, liaising with colleagues and solicitors as appropriate. • Set and monitor service charges and manage budgets and expenditure to achieve value for money. • Procure and proactively manage contractors to deliver high quality estate services e.g. cleaning, window cleaning contracts, furniture repairs/replacements for new and existing developments. • Proactively manage care and support service providers in our supported and retirement living services, ensuring tailored support plans are in place for residents, service levels agreements are in place and clear on responsibilities, standards and services. • Build and manage effective relationships with internal and external customers, colleagues, partners, agencies, contractors and consultants to support excellent service delivery. • Recruit, manage and develop people where responsible, ensuring motivation and effective performance through one to ones and the appraisal processes, for example scheme managers, cleaners, apprentices and volunteers. • Carry out regular scheme inspections and home visits and take prompt action to resolve any issues, working closely with colleagues in customer services, property services, money advice and community development. • Ensure health and safety and compliance checks are carried out and prompt follow on actions are taken to ensure customers remain safe in their homes. Maintain accurate records. • Achieve agreed personal, team and corporate objectives and targets, including providing support for colleagues. | | | |
| Leadership and Management | | | |
| <ul style="list-style-type: none"> • To actively model the values of the Association and inspire excellence in others; • To provide inspirational, authentic and innovative leadership, built on the principles of trust & responsibility; • To support our organisational culture of continuous improvement and excellence; • Work with the SMT to provide effective, collaborative and motivational leadership, within a culture that coaches and engages people to make the most of their skills and talents; • Manage and develop effective relationships with key stakeholders from third, public and private sectors; • To network and attend groups to maintain professional development, build productive partnerships and keep up to date with changes in regulation, legislation, best practice and the market place; • Evaluate and mitigate risk, ensuring compliance with regulatory and statutory requirements; | | | |

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- To ensure colleagues are recruited, managed, coached and developed in accordance with the Associations values and procedures, to ensure they are clear about expectations and recognised for good performance.

Qualifications

- Desirable CIH or recognised Customer Service Award

Knowledge, skills and experience

Essential

- Proven experience of delivering excellent customer focused housing management and/or support service.
- Proven ability to deliver an excellent housing management service whilst working autonomously day to day, resolve complex problems, make decisions and manage a varied workload to achieve challenging performance targets.
- Proven ability to contribute positively to team and organisation's responsibilities, performance and outcomes.
- Proven ability to deal with challenging situations with a professional calm and positive approach.
- Excellent oral and written communication.
- IT literate – Microsoft Office.
- Full UK Driving or Motorbike Licence and access to a vehicle to travel across the organisation's areas of work

Desirable

- Experience of specialist income collection, hoarding or housing related support and management within the social housing sector.
- Working knowledge of legislation and regulation relevant to social housing tenancies/ leases.
- Knowledge and experience of providing welfare benefits/ money advice.
- Relevant professional qualification.

Corporate

- Responsible for the health, safety and welfare of yourself and others at work, embedding a safety-first culture.
- Commitment to equality, diversity and inclusion.
- Adhere to safeguarding policies and procedures, reporting any concerns and working with agencies to safeguard vulnerable customers and colleagues.
- Comply with the General Data Protection Regulations.
- Occasional evening or weekend work and the requirement to participate on an on-call rota.
- May be required to undertake any other reasonable duties commensurate with the role.

Competency Framework

Team Working - Level 3; **Respect** – Level 2; **Progress** – Level 2; **Leadership** - Level 2; **Integrity** – Level 3; **Customer Service** Level 3

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