



<b>Post title</b>	<b>Housing Officer</b>
<b>Division / Section</b>	<b>Locality Housing Management and Homelessness Services</b>
<b>Department</b>	<b>Housing and Regulatory Services/Safer and Stronger Communities</b>
<b>Responsible To</b>	<b>Team Leader</b>
<b>Number of post holders</b>	<b>107/53</b>
<b>Acting up/ Secondment</b>	<b>This job description does not relates to an acting up or seconded post</b>

**PURPOSE OF JOB**

Provide a range of housing management and information and advice services to improve the quality of life of our customers, including tenants, homeless people and residents and neighbours of our tenants’ homes. The role will also include managing the co-ordination of other housing and support services to support our customers and ensure the effective delivery of housing services and services for homeless people.

**MAJOR TASKS/JOB ACTIVITIES**

Ensure rent payments and other service charges are made on time and, if not, intervene to ensure tenants have the advice and support they need to repay any arrears and maintain regular rent and service charge payments.

Ensure that tenancy conditions are met by both the tenant and the landlord and take effective action to implement these conditions where they are not being met.

Let homes quickly and efficiently minimising periods when homes are empty.

Give advice to customers on their housing options and act as the main point of contact for the delivery of housing and other related advice and support services to tenants and other customers.

Ensure that properties and the surrounding area for which you are responsible is maintained in a good state of repair and ensure that where this is not the case that this is rectified.

Be responsible for key areas of performance in the area or project for which you are responsible. And participate and contribute to performance analysis, monitoring, evaluation and audit tasks.

Assess the needs and requirements of individual and groups of your customers. This will include working jointly with other agencies to undertake collaborative assessment and agree appropriate action.

Liaise with customers, neighbours and other residents to ensure that a collaborative and cooperative approach is taken to dealing with complaints, common repairs and estate management in the area for which you are responsible.

### **Supervision and Management of People (Numbers and type of staff)**

None

### **Creativity and Innovation**

Put your customers first. Respect and understand their concerns and needs when delivering services to them. Inspire confidence and respect in your customers for you and the service you work for.

Be sensitive and responsive to the needs of all your customers and particularly to the circumstance of customers who have experienced significant challenges in their lives.

Build strong and effective relationships with neighbours and other residents to ensure services and customers are integrated into the local community.

Present strong and confident arguments in support of your customers and undertake the preparation of thorough reports to a professional standard.

Initiate action and take ownership and responsibility for complex and challenging situations where others are not.

Solve complex problems and deliver effective solutions never losing sight of the impact you have on your customers.

### **Contacts and Relationships**

Build strong and effective relationships with a wide range of other services, professionals, voluntary and private sector organisations and businesses to ensure that customers have access to the help and support to improve their quality of life.

Present yourself and the service appropriately and effectively in a range of different circumstances with other customers, internal and external services, support agencies, elected members and other professionals.

### **Decisions (Discretion)**

Be the main decision maker on a day to day basis in your area of responsibility and in relation to your customers.

Ensure decisions are in the interests of your customer, the service you work for and comply with legislation and regulatory framework within which you work.

Know when to seek support and advice from colleagues and line managers.

Decide on issues relating to health and safety, including risk assessments for personal safety and that of others.

### **Decisions (Consequences)**

Responsibility and ownership of the decisions made, including the assessment of risk and mitigation, and ensure that data, records and audit trails are kept of those decisions and meet the Council's standards of regulatory compliance.

Balance the needs and life experiences of customers, with the needs of the local community and the legislative and policy requirements placed upon your service.

### **Resources**

Negotiate resources including financial, human and other services that improve the quality of life of your customers and the delivery of services in your area.

Responsible for recommending and monitoring the use of small grants to local organisations and customers where appropriate.

### **Environment – Work Demands**

Use initiative and deal with conflicting priorities and have the ability to react by re-allocating resources within challenging timescales.

Vary tactics / approach to duties to obtain the maximum return for each situation, and be able to evaluate / ensure a positive outcome.

Respond to situations and emergencies using tact and diplomacy, taking the appropriate remedial action, sometimes in challenging environments and occasionally exposed to difficult customers.

### **Environment – Physical**

Require to go out on site on a regular basis to visit tenants/properties that may expose them to challenging environments such as behaviour, hygiene, infestation, litter, dirt, bodily fluids and waste.

Required to work out-with normal working hours including evenings and weekends and participate in the delivery of services at times that meet the needs and circumstance of our customers.

### **Environment – Working conditions**

Be visible in the community and to customers with extensive working in customers' homes and places where they are comfortable.

Will deal with challenging client behaviour such as customers with drug, alcohol or mental health problems or are vulnerable

## **Environment – Work Context**

Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines.

## **Knowledge and Skills**

Will normally be expected to be educated to HND or higher or have significant alternative demonstrable experience.

Demonstrable verbal, writing and other communication skills in the context of services to customers and partnership working.

Personal organisation and analytical skills in the context of solving complex problems and prioritising competing demands.

Up to date knowledge of housing and related responsibilities of the Council and the services available for your customers in meeting these responsibilities.

## **Health and Safety**

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

**Organisation Structure** (*attach structure - specific to area of operation*).