

<b>POST TITLE</b>	<b>HOUSING OFFICER</b>
<b>DIRECTORATE</b>	<b>PLACE</b>
<b>SERVICE</b>	<b>HOUSING AND HOMELESSNESS</b>
<b>RESPONSIBLE TO</b>	<b>TEAM LEADERS ACROSS THE HOUSING AND HOMELESSNESS SERVICE AND SAVOLO LIAISON OFFICER</b>
<b>NUMBER OF POST HOLDERS</b>	<b>187</b>
<b>ACTING UP/ SECONDMENT</b>	<b>NO</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, people experiencing homelessness, 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 tenants.

#### **THE WHAT - MAJOR TASKS/JOB ACTIVITIES**

- Communicate and engage regularly with customers or tenants in the area you are responsible for, establishing a clear communication channel for them to make contact for support and advice in relation to their tenancy or homelessness related matters.
- Ensure rent payments and other service charges are made on time and ensure customers and 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 customers and tenants.
- Ensure that properties and the surrounding area for which you are responsible is maintained in a good state of repair and work in partnership with other services to ensure action is taken to address community concerns.
- Carry out regular estate walkabouts in partnership with other services, tenants, and community representatives, identifying areas of concern and potential environmental improvement projects.
- 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.
- 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 and undertake the preparation of thorough reports to a professional standard.

#### **THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)**

- 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.
- Will normally be expected to be educated to HND or higher or have significant alternative demonstrable experience.
- Demonstrable verbal, written 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.
- 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.
- Be the main decision maker on a day to day basis in your area of responsibility in line with legislation and regulatory framework.
- 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.
- 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.

#### **ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)**

- 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.
- Required to go out on site on a regular basis to visit customers and 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.
- 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.
- Care should be exercised in the prolonged use of IT equipment in accordance with the Council's policy and guidelines.

#### **SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

None

#### **RESOURCES**

- The post will be responsible for a range of office equipment and will update and maintain data.
- Negotiate resources including financial human and other services that improve the quality of life for customers and the delivery of services in your area.
- Responsible for recommending funding for improvement projects to be supported through an environmental budget.
- Responsible for recommending and monitoring the use of small grants to customers where appropriate.

#### **HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).