

JOB DESCRIPTION

Job Title	Housing Officer
Reports to	Head of Housing
Responsible for	Housing Assistant, Housing Co-Ordinator as required
Hours:	37 hours per week
Salary:	Starting Salary £35,790

Housing Officer
Main Purpose of the role
Provide a comprehensive service to residents within a defined patch, supporting our mission to deliver friendly, helpful and efficient services. Build a strong understanding of our customers and communities so that both can thrive. Ensure residents receive the best from all our services by advocating for them and working collaboratively to improve their overall experience and strengthen our 'one team' reputation. Build and share your knowledge of the local area, available services and support to benefit residents wherever possible.
Main Activities & Behaviours
Build trust and confidence with residents by being accessible, helpful, reliable and committed to making safety the highest priority. Maintain regular, proactive communication with residents, including home visits, and work promptly to resolve any issues they raise. Demonstrate an "every contact counts" mindset in the way you work and apply what you learn. Work collaboratively with colleagues to achieve the best outcomes for residents. Ensure the resident voice is heard while maintaining value for money and fairness in how problems are resolved. Manage budgets for your patch, including repairs, voids, resident incentives and any additional budgets, in a prudent and pragmatic manner, complying with financial regulations, procurement rules and delegated authority. Specific services will include: Repairs – manage all repairs and ensure work is completed to the resident's satisfaction. Work with the Property Team on complex repairs to ensure timely completion and keep residents informed.

- Voids and lettings – co-manage voids so properties are assessed promptly and prepared for re-letting cost-effectively, in line with our property standards. Identify and assess prospective residents to support a positive move-in experience and establish any support or accessibility needs from the outset.
- Income collection and arrears management – ensure rents, service charges and sundry charges are recorded accurately. Review income weekly to support effective collection and use your knowledge of residents to help sustain tenancies. Support residents to avoid rent or service charge debt, remain alert to benefit or other financial changes, and help them agree and maintain a debt-reduction plan where necessary.
- Anti-social behaviour – respond swiftly and appropriately to unacceptable behaviour, involving other agencies where necessary and remaining alert to risks affecting other residents and the wider community.
- Estate inspections and safety – visit blocks on your estate at least monthly to assess internal and external areas for cleanliness, tidiness and safety, encouraging residents to take part.
- Estate and other services – develop a budget for services within your patch and contribute to the overall budget-setting process. Ensure services are supported by written supplier agreements, monitor delivery and make supplier changes where required.
- Community – understand residents and how they connect with their local community. Build relationships with charitable, voluntary and statutory organisations so residents can benefit from available services and support.
- Engagement – develop opportunities for residents to influence the services they receive, including at block or estate level, improve their community and achieve their goals.
- Legal action – take legal action where necessary, following appropriate procedures and agreeing budgets for legal advice and support in advance.
- Buddy with another Housing Officer to ensure effective cover during absences across the Housing Team.
- Supervise and direct the work of the Repairs & Housing Co-Ordinator and/or Housing Assistant, as required.

Other Tasks

- Report regularly on patch performance, including repairs, voids, arrears, budgets, complaints and resident satisfaction.
- Carry out any associated administrative, IT or other tasks to deliver your responsibilities
- Agree and deliver on your annual targets and support others to achieve theirs

- Carry out any required training and development and use your skills and abilities to support the whole team mission
- Attend meetings of the leadership team, TEP or Board as needed to report on performance
- Ensure you are aware of and follow all policy and procedures, including financial procedures, authority limits and safety requirements.
- Demonstrate your understanding of and commitment to our EPIC values, always working for the good of residents, our whole company reputation and in a way that promotes safety and equity.

PERSON SPECIFICATION

Essential Criteria Qualifications

- CIH Level 3 qualification in Housing and Property Management, or equivalent educational or professional qualification, and a willingness to work towards achieving this.

Experience

- Experience of working in a customer-focused role, within social housing or a related sector.
- Experience of delivering a high standard of customer service and building positive relationships with customers.
- Experience of managing challenging situations and resolving problems effectively.
- Experience of managing competing priorities and maintaining accurate records.
- Experience of working collaboratively with colleagues and external agencies to achieve positive outcomes for customers.

Knowledge

- Understanding of tenancy management and the responsibilities of a social landlord.
- Awareness of housing law, relevant regulations and consumer standards, or willingness to develop this knowledge.
- Understanding of rent collection, arrears management and the importance of tenancy sustainment.
- Awareness of safeguarding, health and safety and equality, diversity and inclusion.
- Understanding of the importance of customer engagement, complaint handling and delivering a consistent, customer-focused service.

Skills and Abilities

- Excellent customer service and communication skills, both written and verbal.
- Ability to build positive and professional relationships with customers, colleagues and external stakeholders.
- Ability to manage difficult conversations and resolve issues in a calm, fair and professional manner.
- Good organisational skills, with the ability to prioritise workloads and meet deadlines.
- Good problem-solving skills and the ability to use initiative when dealing with day-to-day issues.
- Ability to work independently whilst contributing positively to a team.
- Good IT skills, including the ability to use Microsoft Office and maintain accurate electronic records.
- Ability to identify customer needs, provide appropriate advice and signpost to relevant support services

Personal Qualities

- Demonstrates integrity, professionalism and a commitment to confidentiality.
- Customer-focused, empathetic and committed to delivering a high standard of service.
- Approachable, patient and able to treat people fairly and respectfully.
- A positive and supportive team player who is willing to share knowledge and learn from others.
- Adaptable, resilient and able to respond positively to changing priorities.
- Reliable, accountable and committed to following through on commitments.
- Proactive, with a willingness to learn, develop and contribute to service improvements.
- Committed to promoting the values and reputation of PHA Homes.

Summary of Key Terms

- 25 days leave rising to 30 days after 5 years' service.
- 3 additional 'grace' days between Xmas and New Year
- Flexible & Hybrid Working
- Contributory pension scheme – SHPS
- Local parking
- Cash Plan Health Scheme
- Cash Plan Dental Care Scheme
- Employee Assistance Program