Hull Churches Housing Association

**Job Description**

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| **1.** | **JOB TITLE :** | Housing Officer |
| **2.** | **RESPONSIBLE TO:** | Housing Manager |
| **3.** | **RESPONSIBLE FOR:** | None |
| **4.** | **HOURS OF WORK :** | 37 hours per week with core hours Monday to Friday, with out-of-hours working and emergency call-out to meet tenant needs |
| **5.** | **JOB LOCATION :** | 31 Beverley Road, Hull HU3 1XH |
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| **6.** | **JOB PURPOSE & RESPONSIBILITIES:** | |
| 6.1 | To provide a customer-focussed effective and efficient housing management service to HCHA residents and applicants. | |
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| 6.2 | Provides cover, in staff absence, for priority services such as response repairs reporting. | |
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| **7.** | **DECISION MAKING :** | |
| 7.1 | Operates within parameters defined by the Association’s policies and procedures and guidelines agreed. | |
| 7.2 | May be required to use judgement / discretion in dealing with non-routine matters for which there may not be a readily available precedent. | |
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| **8.** | **MAIN TASKS :** | |
|  | **Allocations and Lettings** | |
| 8.1 | Carry out home visits and assess potential new residents. Following assessment, make recommendations to the Housing Manager for allocations decisions. | |
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| 8.2 | Sign up new residents, ensuring that all information, including the rights and responsibilities of the tenancy agreement is received and understood, including making arrangements for payment of rent. | |
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| 8.3 | Provide a post-tenancy support service to new tenants, and monitor probationary tenancies during the first year. | |
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| 8.4 | Advise existing tenants on transfers and exchanges, liaising with other providers, and make recommendations for approval by the Housing Manager. | |

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|  | **Rent and Income Management** |
| 8.5 | Work proactively to maximise rental income and control rent arrears by:   * Monitoring rent accounts on a weekly basis * Advising tenants with regard to rent payment methods * Making early and personalised intervention * Maximising income and benefits entitlement for tenants * Advising and sign-posting tenants with regard to income and debt management * Advising tenants and agreeing and monitoring arrears arrangements * Under the direction of the Housing Manager, initiating legal action, including service of notices and representation at Court hearings |
|  | **Tenancy Management** |
| 8.6 | Assist the Housing Manager with the investigation of complaints, anti-social behaviour, and breaches of tenancy. |
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| 8.7 | Respond to enquiries concerning all tenancy matters in liaison with the Housing Manager and external agencies as required. |
|  | **Resident Involvement** |
| 8.8 | Participate in all resident involvement activities as required in all aspects of service delivery, including consultation meetings, developing and analysing questionnaires and surveys. |
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| 8.9 | Instigates and develops means of communication, consultations, and interactions with tenants, utilising developments in technology, and produces tenant bulletin. |
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|  | **Service Development** |
| 8.10 | In conjunction with the Housing Manager, to keep abreast of changes in legislation, development of good practice and innovation, particularly in relation to Welfare Reform, Digital Inclusion and communication and interaction with tenants, sharing and cascading information to other staff. |
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| 8.11 | To ensure compliance with statutory requirements and Association policies and procedures. |
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|  | **Personal Development** |
| 8.12 | To participate in the identification of training requirements and undertake appropriate training and development |
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| 8.13 | To proactively develop housing management roles and services in response to customer and business needs, and participate in staff and project groups to initiate and develop services. |
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| 8.14 | To fully-utilise the computer software options to maximise knowledge and efficiency. |
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| 8.15 | **Operations Team Liaison and Cover** |
|  | Works with the operations team to maintain a high standard of customer service. Provides cover as required to deal with response repair requests and general enquiries. |
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| **9.** | **GENERAL** |
| 9.1 | The above duties and responsibilities do not include or define all tasks which may be required to be undertaken by the Postholder. Duties and responsibilities may vary without changing the general character of the post. |

**Person Specification: Housing Officer**

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|  | **Essential** | **Desirable** | **Measured** |
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| Education/Training | Good standard of education, literacy and numeracy | CIH/degree in Housing | Application Form |
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| Experience | Front line customer service in housing (or similar)  Working with vulnerable client groups  Liaising with statutory and voluntary agencies  Complaint management and resolution | Social Housing/Housing Management  Debt collection/arrears recovery  Resident Involvement Activities  Analysing and diagnosing problems and implementing solutions |  |
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| Skills | Excellent IT skills -  Word, Excel, E-mail, Internet, and Social Media  Report writing and collection of performance information | IT skills -Publisher |  |
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| Special Knowledge | Diversity  Data Protection  Welfare Benefits | Housing Law |  |
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| Personal Skills/  Attributes | Assertive  Resilient  Able to empathise  Flexible  Able to prioritise and work to deadlines  Lone working ability  Team work |  | Application Form/Interview |
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| Physical Attributes | Mobile  Sighted  Hearing |  |  |
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| Other | Full Driving License and car for work |  |  |