

Job description and person specification

Job Title: Housing Officer

Level: Team member

Salary: £38,400

Team: Housing Management

Reporting line: Housing Manager

Financial scope: None

DBS check required: No

What is the purpose of my job?

As a Housing Officer I will ensure that tenants receive high quality housing services that meet their needs and enable them to enjoy their home and neighbourhood.

In my job I will:

Work collaboratively with colleagues and external partners on the delivery of effective patch-based working, to ensure all residents receive services that meet their needs.

Manage a variety of tenancy management issues in accordance with policies and procedures.

Set a programme of estate inspections for my area and ensure colleagues and residents attend. Ensure all actions are reported, monitored and actioned

Ensure that empty properties are let as quickly as possible, liaising with the outgoing and incoming tenants, colleagues and the local authority.

Ensure that tenants are signed up on appropriate tenancies, that information systems are updated correctly and relevant colleagues notified.

Carry out accompanied viewings and sign-ups, advising new residents of their rights and responsibilities.

Arrange payment of rewards or implement recharges to outgoing tenants as required.

Deal with issues relating to tenancy and legal status including occupation checks, succession, illegal assignment and squatters.

Manage designated estate budget and contribute ideas to setting overall estate improvements budgets.

Work intensively with residents to resolve problems arising from nuisance, antisocial behaviour and harassment, liaising with the police and other external agencies and taking enforcement action where necessary.

Be committed to the delivery of a professional and effective service, collaboratively working with colleagues across the organisation, and contributing to the successful delivery of the corporate plan.

Proactively make a positive contribution to the residents and the wider community with a commitment to a One Phoenix approach.

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Focus on providing homes and services that meet the needs of residents.

Always positively promote the organisation, its aspirations and values.

Role model professional behaviours, influence and develop working relationships with colleagues to identify and implement service improvements.

Take ownership and personal responsibility to deliver on performance targets ensuring positive outcomes, and adopting a collaborative approach within my team and across the organisation.

Commit to appropriate training and ongoing development such as is required for my role.

Be familiar with and act at all times in compliance with Phoenix's values, policies, and procedures, and work within agreed budgets and financial controls.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

At all times behave professionally and in accordance with the Phoenix Code of Conduct.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description is not exhaustive and will be reviewed from time to time in consultation with my manager.

Person Specification

Section	Criteria	
	Essential	Desirable
Experience, Knowledge, Understanding	<p>A focused collaborative approach to working within a team and a wider community.</p> <p>A positive approach to excellent customer service, care delivery and a commitment to quality.</p> <p>Experience of working in a customer services/social or housing environment or similar, working to performance targets.</p> <p>An understanding of the current issues in the social housing environment.</p> <p>An understanding of good customer care and a commitment to providing it</p> <p>Knowledge of housing management, law and policy/procedure.</p>	
Education and Qualifications	GCSE English and Maths or equivalent.	
Skills	<p>The ability to communicate effectively verbally and in writing to a wide range of audiences</p> <p>Self servicing in Microsoft Office and management information systems.</p> <p>The ability to work as part of team, flexibly and on own initiative Strong organisational skill</p>	
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.	

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Phoenix Strengths	Demonstrate commitment to the Phoenix Values: <ol style="list-style-type: none">1. Community2. Customer3. Consideration4. Collaboration
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*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.