

Job description and person specification



Job title:	Housing Officer
Level:	Team member
Salary:	£34,800
Team:	Housing Management Team
Reporting line:	Housing Manager
Financial scope:	Maximisation of income through the efficient management and letting of properties, limiting the Association's exposure to penalties by prompt and correct action on tenancy matters and complaints. Management of designated estates budgets.
DBS check required:	No

What is the purpose of my job?

As a Housing Officer, I will work with my colleagues to provide a seamless housing management service which: deals sensitively with tenants' queries, complaints and tenancy issues; confronts and takes action on all forms of nuisance, harassment and anti social behaviour; and maximises income collection, through quick and efficient letting of properties ensuring that excellent standards of customer service are maintained at all times

Within the role of Housing Officer, I am required to be the local expert within my allocated patch, so that residents can approach me and so that I can resolve their housing and community queries, or co-ordinate an appropriate response where needed

In my job I will:

Manage a variety of tenancy management issues which will involve frequent liaison with internal and external partners and agencies

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

Develop and deliver a programme of Estate Visual Assessments (EVAs) with colleagues and other stakeholders

Ensure that empty properties are let as quickly as possible, liaising with the outgoing and incoming tenants, the Local Authority, the technical team and repairs contractor

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

Job description and person specification



Meet with groups of residents and/or arranging for other colleagues or stakeholders to attend if needed

Liaise with other teams to ensure tenant and resident issues are resolved efficiently and effectively

Identify, co-ordinate and signpost vulnerable residents to relevant services

Feed insight into neighbourhood and local plans to the Regeneration Team

Work with Local Voluntary Services organisations

Contribute to the planning of community events, job fairs, etc. led by the Community Regeneration Team

Signpost residents to community regeneration initiatives and training

Promote shareholding membership and Gold membership, fill in applications with residents and pass to the Community Regeneration team for processing

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

Take measures to eliminate fraud in all my work by following policies and procedures and recording and reporting any concerns that I have

Engage actively with the local Community Links to provide information and address their concerns either directly or through liaison with colleagues, internal and external partners and agencies

Work intensively with residents to resolve problems arising from nuisance and anti-social behaviour, racial, sexual or other harassment, liaising with the police and other external agencies and taking enforcement action where necessary, and lead on preventing occurrence of incidents.

Keep up to date with best practice and new initiatives in dealing with nuisance and anti-social behaviour and share information with my colleagues

Administer the letting and voiding of pram sheds, garages and parking bays for your patch of responsibility.

Attend case conferences and court hearings as required.

Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

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

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

Job description and person specification



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
Experience, Knowledge, Understanding	<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/procedures</p>
Education and Qualifications	GCSE English and Maths or equivalent essential
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 skills</p>
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.
Phoenix Strengths	<p>Demonstrate commitment to the Phoenix Strengths:</p> <ol style="list-style-type: none"> 1. Community 2. Customer 3. Consideration 4. Collaboration

*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.

How will I know I am performing?

I will plan and agree my work objectives and performance targets each year with my line manager. Progress towards these will be discussed at regular meetings and I will receive a formal performance review once a year. I will receive regular support and guidance from my manager and I will lead on achieving my learning and development goals as agreed with my manager.

Job description and person specification

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

All Staff

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.