

Housing Officer

Directorate

Overview	
Role Purpose	To provide a personal holistic housing management service to a key group of residents. Your work will support the Resident Promise, working alongside residents you will be an advocate on their behalf within the organisation to support excellent service delivery.
Responsible for	<ul style="list-style-type: none"> Housing management services to identified residents
Reports to	Housing Operations manager
Line management	<ul style="list-style-type: none"> High performing Officers may line manage new starters or cover for a manager as required.
Date	April 2019

Role relationships	
Internal	Finance, Asset Management, Tenancy Support services
External	Residents, contractors, local authorities, support services, emergency services,

Role Purpose and Principles
<p>Accountabilities</p> <ul style="list-style-type: none"> Responsible and accountable to residents for providing an excellent, empathetic and personal housing management service. This includes regular communication and meetings with each resident at home, and being responsible for ensuring that any issues they have raised are resolved appropriately. Achieve this by working creatively on your own as well as part of a wider team, including but not exclusively, the customer service centre and the Asset's team. Take ownership of your work and support residents to deliver a quality service You will influence others and advocate effectively for your residents to get the job done. Working collaboratively and creatively with internal colleagues to deliver excellent services <p>Customer care</p> <ul style="list-style-type: none"> You will be connected to tenants – in their communities ensuring residents are offered the right support to maintain their tenancies, be happy in their homes and get on with their lives. Always keep your promise to tenants by getting back to them within agreed timescales and tasks. Ensure we keep residents safe by following safeguarding procedures and working closely with external statutory authorities. Responsible for ensuring tenancies are managed effectively, tackling unacceptable

Role Purpose and Principles

behaviour in an open and constructive manner.

- Work alongside residents to ensure we offer the right support to sustain tenancies.
- Appreciate the contribution residents bring to their neighbourhood by engaging with residents on estate inspections, neighbourhood planning and improvement plans.
- Be responsible for your decisions and deal effectively with customers concerns and complaints and respond in a timely, professional non defensive way
- Look for opportunities to continually improve the service we give and anticipate the needs of your customers

Lettings and voids

- Assess prospective residents and establish a professional and trustworthy relationship with from the very start of the tenancy.
- Manage void properties to be ready to let to our “void standard” as quickly as possible including specifying work orders on standard voids.
- Always follow the lettings procedure ensuring an effective audit trail.
- Identify support needs and effective partners to support tenants as the start of their tenancy.

Repairs

- Manage landlord repair requests through Workwise ensuring work is completed to the residents' satisfaction.
- Responsible for authorising work orders to budget.
- Work with Asset Management colleagues to resolve complex repairs in a timely manner.

Income Collection and debt management

- Complete all actions required in Workwise weekly to ensure effective rent and service charge collection and debt management.
- Use your personal knowledge of residents to ensure effective support is offered to maximise income and sustain tenancies.
- Have particular regard to residents at risk of benefit changes including visiting residents at home and referring to Welfare Benefit Advisors and Tenancy Support.

Rent and Service Charge Setting

- Always follow the rent and service charge policy and procedures to ensure an effective audit trail is in place
- Account for services accurately to ensure service charges are transparent and fair to residents
- Set service charges with support from the central service team

Visiting

- Arrange to meet residents in their home to understand their needs and desires for the future.
- Identify any repairs needed in the property and order these as well as record the

Role Purpose and Principles

condition of the kitchen and bathroom

- Identify customer support needs and work with partners to make sure customers are safe in their homes
- Identify over-crowding or under occupation and work with your customer to help them move to a more suitable home

Estate Inspections/ Fire Safety

- Inspect the condition of each estate you manage every month and take necessary action to keep your estates and blocks clean and tidy as well as reporting any hazards or risks
- Manage the communal parts of your building's to ensure Fire Safety and evacuation routes & signage are clear
- Encourage residents to be resident monitors and take part in inspections.
- Complete all FRA actions as directed.

Peer learning and development

- Be accountable for your own learning and development, sharing learning with colleagues
- Undertake all training and learning opportunities available to competently in the role; recognise your own development needs
- Support others with your knowledge and learning and work with peers to work as a team; respond positively to feedback and contribute your view
- As you develop in the role work to support newer members of the team you work in- sharing your knowledge and work positively as a role model

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up-to-date with changes and taking action to maintain personal health and safety and that of others.
- Ensure you undertake all compulsory training so as to work within NHG policy and procedures
- Ensure your individual budget is maintained and managed well to deliver the best service possible to customers while managing the needs of the organisation

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> • Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity and empathy always. • Work to deliver the best for your customer while balancing the needs of NHG
Accountability and delivery	<ul style="list-style-type: none"> • Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. • Follow policies and procedures • Remain calm under pressure and seek support when you need it • Make difficult decisions and come up with appropriate solutions under pressure and work with your colleagues to deliver a great service at all times • Make sure you deliver what you promise and communicate effectively with your customers to keep them informed
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. • Stay curious, ask questions and be prepared to offer an opinion • Take informed risks having gather all the relevant information and learn from any mistakes; share practical innovative solutions letting others know
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others. • Build and maintain strong professional relationships that are meaningful • Communicate and work in a collaborative way to resolve issues
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how &	<ul style="list-style-type: none"> • Excellent Customer Service skills

experience)	<ul style="list-style-type: none"> • The willingness to undertake a training programme and develop in the role • Desirable • Proven experience of working in property/housing management or related field
Skills	<ul style="list-style-type: none"> • Good spoken and written English • Effective IT skills including basic/intermediate MS Office skills
Qualifications and/or professional membership	

Role requirements	
DBS	<ul style="list-style-type: none"> • Basic Disclosure
Data and information processing	<ul style="list-style-type: none"> • Word • Excel