

Job Profile

Job Title	Housing Officer
Line Manager	Housing Manager
Line Management Responsibilities	Scheme based staff – Cleaners, Gardeners, Caretakers and Sheltered Scheme Managers,
Location	Various

Job Purpose

Manage the Association's tenancies and estates effectively to deliver very high levels of resident satisfaction. This will be achieved by managing estates and tenancies effectively, offering support to enable residents to live independently and sustain their tenancies, involving residents in decisions that affect them and intervening where behaviour or circumstances require.

Key Responsibilities

- 1 Allocate empty properties to keep void periods within target by
 - Interviewing applicants to assess their suitability and needs
 - Considering suitability of direct applicants for accommodation
 - Processing applications in a timely manner in order to achieve the void turnaround target.
- 2 Manage applications for transfers, establishing the priority of residents who are approved for a transfer and providing appropriate advice to residents making transfer applications.
- 3 Manage all aspects of the mutual exchange process including completing inspections, identifying maintenance requirements and liaising with other Registered Providers.
- 4 Deliver good quality estate management by:
 - ensuring a high standard of cleaning, gardening and other estate related services
 - actioning health and safety points identified on estates and common parts
 - identifying and dealing with any issues which detract from the good management of an estate.
- 6 Maintain good channels of communication with residents by:
 - Holding tenants' meetings
 - Keeping residents abreast of internal and external changes that affect them
 - Organising community events
 - Obtaining ideas for improvement initiatives which can be developed

- through the Better Homes Better Neighbourhoods project
- Gathering resident feedback on our services

- 7 Line manage scheme based staff so that they deliver excellent services by carrying out 1-1's, annual appraisals, monitoring performance, and ensuring a healthy and safe working environment.
- 8 Manage all aspects of reported antisocial behaviour, neighbourhood disputes and lifestyle issues to an appropriate conclusion.
- 9 Manage a full range of tenancy issues and attend home visits as required.
- 10 Identify residents in need of additional support and signpost to appropriate agencies as required; for example those experiencing domestic abuse, in financial hardship or those with mental health issues.
- 11 Ensure communal repairs and services paid for through service charges are completed to a high standard prior to authorisation to make payment.
- 12 Respond to queries from leaseholders.
- 13 Allocate parking spaces and garages.

Nature and Scope

Keniston aims to meet housing need, provide good quality well managed affordable homes and give the service tenants want. Our core values are openness, integrity and fairness.

The primary purpose of the role is to provide advice and assistance to residents on tenancy matters and estate management on a designated patch. The post holder must demonstrate exceptional customer service skills and professionalism to ensure that we continue to maintain high satisfaction amongst our residents. At times, the post holder may encounter difficult situations with residents who are vulnerable, may have difficulty communicating, be anxious or angry. Therefore, it is important to remain calm, patient and professional at all times. The post holder must be able to demonstrate they are listening to our residents, understanding their needs and responding appropriately.

Arranging regular resident meetings, the post holder must be well organised and confident in speaking to a wide range of people both one to one and in meetings. Coupled with this is a need to represent Keniston Housing Association to a number of key stakeholders so the Housing Officer must take a professional approach and work to achieve the best outcomes for Keniston Housing Association and its residents.

The post holder must possess strong interpersonal skills and the ability to resolve conflict amicably for example where there are neighbour disputes. Further, the post holder must be able to identify and follow up situations when it is appropriate to work in partnership with external agencies, such as the police, local authority departments and youth services when addressing, for example, some instances of antisocial behaviour.

As a line manager, the post holder is required to manage the scheme-based staff in line with Keniston Housing Association's values, policies and procedures, including setting clear objectives and work plans that bring the best out in people. Inevitably, the role will sometimes require the post holder to give difficult feedback on progress, whilst retaining employee engagement. Line managers should use one to ones, appraisal meetings and consider training needs to support professional development to deliver high performance.

All team members are expected to develop their skills throughout their employment, apply fair working practices and respect differences.

Key external contacts Residents, Project Managers, Consultants, Contractors, Other housing associations, Occupational Therapists, Local community residents

Dimensions

Financial For service charge expenditure up to £1,000

Staff Sheltered Scheme Manager, Caretakers, Cleaners and Gardeners

Hours of Work 28 hours per week. Tuesday to Friday.

Right to work The role holder must demonstrate, and maintain, the right to work in the UK. This post requires a DBS check

Knowledge, Qualifications and Experience

The Housing Officer works with a wide variety of people, and must have finely tuned communication and listening skills to understand the needs of residents and how these are best met.

As the post holder will regularly liaise with residents who are vulnerable, previous experience working with vulnerable groups is important, particularly those experiencing mental health illness or who have substance dependency.

An awareness of the legislation surround housing services is desirable.

A commitment to delivering excellent customer service to our residents is a core value, and crucial to successful outcomes in this role.

Training will be provided as necessary to the role. Mandatory training will be provided including:

- Equality and Diversity
- Safeguarding

Last updated February 2025