

RAILWAY HOUSING ASSOCIATION

JOB DESCRIPTION

Title:	Housing Officer
Responsible to:	Housing Manager
Responsible for:	N/A
Grade:	C (i)
Date:	December 2019

Main Responsibilities of the Role

- To provide a high quality, effective and efficient housing management service to the association's residents in accordance with agreed policies and procedures and working to agreed targets
- To be aware of, and adhere to, the association's key business objectives paying particular attention to the association's lettings policy, resident involvement policy and equality & diversity strategy

Key Duties

Housing Management

- Carry out home visits and assess potential new residents
- Signing up of new residents ensuring all information is received and understood, including an agreed method of rent payment
- Carry out post tenancy visits
- Ensure that all voids are let within the agreed time frame and carry out pre void and void inspections as required
- Undertake the monitoring, control and recovery of rent arrears in relation to current tenants, former tenants and sundry debts, including any legal action necessary
- Represent the association at court and present any cases that are required e.g. rent arrears and anti-social behaviour
- Deal with any tenancy management issues including resident disputes and anti-social behaviour, this will include working with other agencies to ensure effective tenancy management
- Ensure that residents are aware of all the services available outside the Association's area of responsibility
- Be responsible for twice yearly visits to residents
- Attend and participate in appropriate local forums with other agencies
- Raise the profile of the association in the wider community

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Resident Involvement

- Actively encourage, promote and facilitate resident involvement in all aspects of service delivery, including focus groups, scheme meetings, questionnaires and surveys

Staff Supervision

- Supervise the tenancy services officer to ensure key aims of the role are met.

Health and Safety

- Be responsible for the health & safety management of sheltered schemes, including carrying out actions from fire risk assessments
- Identify and report any health and safety issues in an appropriate manner

General

- All work to be carried out within limits of delegated authorities
- Adhere to the association's equalities framework, health and safety policy and all policies and procedures relevant to the role
- Actively support, promote and act in line with the vision, mission and values of the Association at all times
- Represent the organisation externally in a professional way with high attention to customer care
- Undertake any task which is within the capabilities of the postholder and commensurate with the salary level of the post, as assigned by line manager

**Person Specification
Housing Officer**

Section	Criteria	Essential	Desirable
Education / Qualifications	5 GCSE's or equivalent (Grade A-C) including English language and mathematics	*	
	Have achieved or be working towards a professional housing qualification		*
Experience	Proven experience in a social housing related role	*	
Skills / Abilities	Supervisory skills		*
	Ability to work on own initiative	*	
	Ability to work as part of a team	*	
	Good interpersonal skills	*	
	A flexible approach	*	
	Experience of Microsoft Excel, Outlook and Word	*	
Special Attributes	Full and valid driving licence	*	