



Job description

Job title: Housing Officer

Post No: 014PC

Grade: 8

Directorate: Housing & Communities

Reports to: Senior Housing Officer

Purpose of the job

To assist in the provision of a comprehensive customer focussed Housing Management Service, managing a portfolio of properties within a designated geographical area, involving residents in developing resilient communities.

Main areas of responsibility

- 1.1 Provide a housing management service for all tenants of the Council's general needs properties.
- 1.2 Provide advice, assistance and information to tenants and the general public by way of office interviews, home visits, telephone calls, written correspondence, and e-mail, efficiently and courteously with particular emphasis on customer care.
- 1.3 Work with internal departments and external organisations to ensure where possible tenancies are sustained through a multi-agency approach and individual support packages.
- 1.4 Liaise with and support new tenants in the settling in period and visit within four/ six weeks of their moving into the property to complete a Settling in Visit.
- 1.5 Refer tenants to the Income Officers for specialist advice on rent payments income maximisation and rent recovery.
- 1.6 Provide support and guidance to Independent Living Co-ordinators around technical housing management functions.
- 1.7 Review introductory tenancies within appropriate timescales and make decisions based on the review around the rent account, anti-social behaviour, and suitability of the property.
- 1.8 Investigate and process all housing management requests such as transfers of tenancy, mutual exchanges, and succession in accordance with current legislation.

- 1.9 Investigate, report and act upon possible breaches of tenancy conditions using all appropriate methods including court action to remedy breaches.
- 1.10 Manage and investigate complaints of anti-social behaviour and neighbour disputes and take prompt and appropriate action against offenders in conjunction with other agencies such as the Police and Social Services. Ensure accurate records are maintained, collate witness statements, and ensure we are working within current legislation.
- 1.11 Prepare a full evidence package in neighbour nuisance and anti-social behaviour cases for instructing legal action and following through to the conclusion of any court action.
- 1.12 data protection procedures, liaise with other agencies on issues of tenancy sustainment.
- 1.13 Organise case conferences and attendance of all relevant agencies with the goal of achieving a positive outcome for tenants in maintaining their tenancies.
- 1.14 Ensure all work is recorded on the housing management systems and prepare cases notes and reports for the Housing Services Team Leader.
- 1.15 Ensure all monitoring records are accurately maintained.
- 1.16 Ensure that Melton Borough Council reduces its rent loss on all void properties that come in and ensure our homes of let in terms of our allocations and lettings policy and procedures.
- 1.17 Promoting tenant engagement and the tenants voice wherever possible and looking to establish and maintain productive links with our communities.
- 1.18 Undertake regular estates inspections and participate in Estate Walkabouts to ensure the effective management of the housing stock and communal areas. Taking immediate remedial action with regards to any health and safety issues arising.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative, and resourceful; putting customers first and learning from feedback.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are

accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults are of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands, or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies, and procedures.

Person specification

Key Skills and Attributes:

- Excellent customer service skills putting the customer at the heart of what we do.
- Exceptional problem-solving skills and decision-making capabilities.
- Clear and effective communicator, able to convey complex information to customers and key stakeholders.
- Negotiation and influencing skills.
- Ability to use initiative and make difficult decisions.
- Excellent communication skills, both written and verbal and to a range of audiences.
- Ability to manage own workload and work on their own or as part of a team when required. Using your prioritisation skill to be able to reactive when necessary using excellent organisation skills to achieve this.
- Excellent IT skills and able to adapt to new software.
- Approachable with a positive “can do” outlook.
- Capability to deal with confrontation.
- Ability to follow procedures and maintain, clear, concise records.
- Able to create rapport and build effective relationships quickly.
- Identify areas for process change to enhance customer experience.
- Experience of working in partnership with internal teams and external organisations to achieve shared goals.

Knowledge and Experience:

- Experience of dealing with people in difficult, often stressful, crisis situations.
- Experience of tenancy and neighbourhood management.
- Knowledge of Housing and related legislation.
- Experience of using Microsoft Office applications.
- Experience of dealing with conflicting priorities.
- Experienced of working in an outstanding customer focussed service.
- An understanding of debt management experience.

Qualifications -

- Educated to A Level or equivalent
- CIH qualification or similar

