



Job description

Job title: Housing Officer

Post No: 014PC

Grade: 8

Directorate: Housing & Communities

Reports to: Housing & Communities Lead

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

To develop ideas and contribute to the overall performance of the team including projects and service improvement initiatives

To ensure the Council delivers excellent customer focused tenancy and estate management service being the point of contact for all service users, partners and stakeholders.

To establish close working, strategic relationships with residents and community groups alongside other team members.

Establish and maintain a highly visible presence within a designated area; ensuring that the estates are regularly monitored and well maintained, and that the tenancy and estate management service reflects the needs and aspirations of the local community.

To manage tenancies in line with best practice, policies and legislation and undertake any associated work regarding preventative or enforcement action regarding breaches of tenancy.

Attend and complete training and development activities ensuring skills and knowledge are kept up to date with current best practice.

The post holder will be required to hold a driving licence and have access to a car in order to undertake site visits

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; responding positively to challenges.
- **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 effected 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 is 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.

Date Reviewed: July 2021

Reviewing Manager: Doug Stother



Person specification

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Developed professional skills and expertise in housing legislation and facility management

Developed experience of working in a tenancy management or asset management setting

Comprehensive experience of working with partners and individual on delivering services for those with complex needs

The ability to communicate effectively with a wide range of groups and people

Good ICT skills

Excellent communication and inter-personal skills alongside technical expertise to negotiate, establish and support complex partnerships, networks and relationships.

Knowledge and understanding of social inclusion and community cohesion issues and how they affect sustainable communities

Previous experience and professional knowledge around safeguarding, antisocial behaviour and crime including delivery of best practice in a housing.

Understanding of and commitment to Health and Safety legislation and guidance

Confident working both in a team and independently

Flexible attitude and able to work under pressure. Ability to take initiative and work autonomously within the boundaries of the role.

Excellent working knowledge of Microsoft Office suite applications.

Qualifications

A relevant degree or comparative experience in a relevant discipline is essential for the role

A Masters would be desirable