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| **QCHA_Final Logo** | **Job Description, Person Specification, and Key Dimensions** |

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| Job Title: | Housing Officer | | |
| Department: | Neighbourhood Services | Grade: | 7 |
| Section: | Housing Services | Date reviewed: | June 2022 |
| Reporting To: | Neighbourhood Manager | | |

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| Purpose of Job |
| As a member of the Neighbourhood Services Department you will play a full role in the implementation and achievement of Queens Cross’s strategic objectives and Vision of being a leader in providing excellent housing and community services and creating and sustaining vibrant communities.  To support the Neighbourhood Manager in the delivery of an excellent service that is customer focused, compliant and sustains high levels of quality in a right first time culture. |
| Context & Scope |
| To deliver a customer focused housing management service including first class customer service aimed towards Tenancy Management, Estate Management, Rent Account Management, Arrears and Income Recovery, Void Management, Tenant Participation and providing support to Community Engagement activities.  Working collaboratively with others to identify best practice in delivery of the full range of Housing Services that can be implemented and sustained so that the service demonstrates continuous improvement and is recognised as being excellent.  To maximise customer satisfaction in the delivery of an effective, efficient and responsive housing management service. |
| Major Tasks & Job Activities |
| Service Provision   * The post holder will on a day to day basis carry out the wide variety of activities required to ensure efficient and effective service delivery. In carrying out this role the post holder will: - * Make a difference to customers by delivering on commitments * Take ownership for delivering a first-class customer experience * Look for solutions when issues or complaints arise * On a daily basis respond to tenant and customer enquiries regarding the full range of Housing Management Services and other services provided by the Association. * Allocate empty properties and sign up new tenants ensuring completion of sign up documentation. Visit new tenants to ensure they receive appropriate direction, guidance and support to maintain and sustain a successful tenancy. * Be responsible for the recovery and management of all current and former rent arrears. This will include taking legal action and attendance at court and attendance at evictions. * Manage tenancy related matters, neighbour disputes and complaints to include preparing documentation and taking legal action when appropriate, in line with the Associations relevant policies and procedures. This may include providing evidence in a court of law. * Production of paperwork (including Pre NOP requirements, issuing NOP`s and other legal paperwork) required for court action and reports for seeking approval to evict in line with the housing management policies. * Liaise on a regular basis with the Council’s Housing Benefit team to ensure that claims and payments are processed quickly and within agreed timescales. * Liaise on regular basis with DWP to manage UC claims, process verifications on UC portal, support tenants to manage their journal. * Assist tenants with UC claims, advise and signpost as required. * Manage rent accounts including current & former arrears and credits * Actively work to mitigate the impact of changes brought about by Welfare Reform to help tenants maintain tenancies. * Establish effective relationships with tenants through sign up and other meetings using these as opportunities to refresh tenancy information such as Getting To Know You survey data. * Provide Housing Options advice and guidance on the transfer process and availability of our stock to tenants who wish to move from their current home, referring to the Tenancy Sustainment team were appropriate. * Where applicable ensure that Fair rents are registered within timescales. * Carry out pre-termination visits and ensure that the management of void properties is carried out to minimise void rent loss and other costs and to recover any voids recharges. * Work with Maintenance Department to ensure void management is effective, this will include completing pre termination work. * Implement an effective estate management programme for the neighbourhood including the completion of regular inspections liaising with colleagues, contractors and other agencies to ensure the environment is maintained to a high standard. Take action against tenants who cause damage to the Association’s property. * Assist with arranging access to properties for maintenance visits including gas servicing & electrical megger testing actively pursuing contact with tenants and attendance at forced access when required. * Manage all tenancy related issues ensuring correct procedures are followed in all aspects of this role, this will include but not restricted to assignations, succession, sub-let enquiries, and joint tenancy requests. * Provide support to identified projects and themed services to develop sustainable communities, by contributing to the wider economic, social, physical and environmental regeneration of the area. * Following regulatory framework in the delivery of our services, paying particular attention to this in the management of arrears and allocation process. * Support the Neighbourhood Manager in the delivery of the day to day business of the Association. * Provide support to Community Engagement activities within the Housing Officer patch such as support to Job Clubs, Residents Hall, Bowling Club etc. This should be seen as part of the overall patch management, it is not intended for the Housing Officer to be taking the lead role in establishing such projects. * Proficient in carrying out all legal requirements associated with tenancy management, including Pre NOP requirements, issuing NOP`s and legal paperwork. * Actively promote Tenant Participation and encourage tenants and other customers to take part in decision making processes, influence decisions about their housing including policy formulation, tenancy conditions and the delivery of related services.   Performance Management   * All duties should be carried out to ensure compliance with QCHA policies, procedures and KPIs. * The postholder will -   Understand relevant performance standards for this role  Deliver on agreed objectives and targets  Advise your Neighbourhood Manager at earliest opportunity when objectives and targets will not be met  Produce monthly performance reports within timescales demonstrating performance against target.  Planning & Organising   * Utilise all existing and new data from internal and external intelligence sources including “Getting to Know You” and Customer Satisfaction information to further inform current and future service design and delivery. * Engage with local tenants to ensure involvement, participation and empowerment of people and communities, seeking views of tenants to ensure their needs and views are informing current and future service design and delivery. * Contribute to an organisational culture that embraces the guiding and activity standards that will be measured by the Scottish Housing Regulator and other relevant agencies.   Value for Money   * Work in an efficient manner that delivers value for money for our tenants and stakeholders * Identify efficiencies and communicate them to your Neighbourhood ~~Housing~~ Manager. * Work within defined limits of financial authority   Relationship Building   * Work with colleagues throughout QCHA to deliver a high quality service to tenants and stakeholders * Actively seek to engage tenants in opportunities to influence the management and maintenance of their homes * Be responsible for attending case conferences in relation to their tenants and must represent the Association in a professional manner at all times. * Liaise with internal departments, staff and external agencies to assist in the provision of a comprehensive customer service. This will include attending case conferences, meetings with external partners and joint visits. This may involve attending meetings or events out-with normal working hours. * The postholder will assist where required in the facilitation of the neighbourhood Community Involvement Groups |
| Other Tasks & Activities |
| Health & Safety   * Understand your responsibilities as an employee under Health & Safety legislation * Adhere to responsibilities as an employee under the Association Health & Safety policies and procedures. * Ensure all activities are discharged in a safe manner, minimising risk at all times   Training   * Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills * Attend training and development courses as and when required   Equality & Diversity   * Observe and promote Equality & Diversity and Customer First policies at all times * Understand the diversity of our customers and potential customers and ensure that a flexible menu of engagement opportunities are accessible to all   Sustainability   * Consider the sustainability of activities and resources to assist with Association’s objective to reduce the negative impact of services on the environment   Other   * Be willing to work flexibly and attend meetings out with normal hours when required * Carry out any other duties which may be reasonably requested by the Line Manager and undertake any other duties subsequently allocated by the Association’s management * The duties of the post will be reviewed and modified in line with the exigencies of the service |

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| Category | Essential Criteria | Desirable Criteria |
| Experience | * Minimum of 2 years’ experience dealing with housing management functions in a customer service focussed environment. | * Working in a challenging and pressurised environment * Successful delivery of a variable workload in a customer focused environment * Experience managing a target driven service |
| Knowledge, qualifications and education | * The post holder will be educated to Standard Grade in English and Mathematics or equivalent qualifications. * Have a sound knowledge of housing legislation and good practice in Housing Management * Understanding of equality and diversity legislation and its application to a Housing Association * Good understanding of legal requirements around management of tenancies | * Understanding of Health and Safety legislation with regard to housing management service * Good practice in delivering housing management services * The post holder will have or is working towards Diploma in Housing Studies (or equivalent) * An understanding of social housing and the context within which it works |
| Skills, abilities and behaviours | * Excellent interpersonal and communication skills and the ability to effectively deal with difficult customers in a calm and professional manner. * Ability to use their own initiative to prioritise and organise their own workload to meet deadlines. * The post holder will be competent in Microsoft Office packages including Word and Excel. * Committed to personal development | * Competent in using computerised rent accounting, and housing management software. * Ability to articulate what customer service excellence means * Ability to coach employees * Effective organisational skills * Able to motivate and engage effectively with people at all levels * Excellent communication and presentation skills. * Budget management and control * Contractor management * Strong decision maker * Good team player * Proactive and hardworking * Models the behaviours required to deliver customer service excellence * Takes ownership of service delivery * Looks for solutions to requests for service or when issues arise * Makes a difference by delivering on commitments * Values feedback |
| Other Requirements | Will have a full driving license and meet the requirements of the Corporate Vehicle Policy. |  |