



Job Description

Job Title:	Housing Officer
Grade:	EVH Grade 7 (Spinal Points PA22 – PA25)
Salary:	£36,860 - £40,475
Responsible To:	Housing Manager, Housing and Customer Service Director and to the Chief Executive

Key Aims of the Post

The key aim of the post is to be the named contact in the delivery of a generic housing management service to tenants residing within Elderpark Housing's homes and communities. The focus on service delivery is:

- Based on a desire to get things right first time and achieve individual targets and goals
- Offer a consistent and high-quality service which meets the needs of the tenants and the organisation
- Be visible, professional and approachable to your tenants within your patch.
- Develop and record a detailed knowledge of your tenants' needs and requirements
- Understand and apply internal housing management procedures and make suggestions for improvements
- Keep abreast of changes in housing legislation and good practice and apply this knowledge in the provision of your service
- Maintain a detailed knowledge of partnering agencies which can help offer solutions to tenancy issues, as well as offering tenants new opportunities
- Embrace the use of digital services, technology and means of communications to deliver a more effective services to individual tenants
- Provide a high level of fairness, empathy and respect to those residing within our homes to support them in maintaining and thriving within their tenancy.

Principal Responsibilities and Duties

Allocations

- Responsibility for the effective operation of the Association's allocations system in conjunction with the Association's policy and procedures and reporting any issues to the Housing Manager
- Liaison with others to develop, implement and monitor nomination agreements, including a Section 5 protocol and Housing Options and leaving Care Service.
- To ensure the provision of advice to waiting list applicants. In particular, to develop and implement Housing Options and give advice on the application of our points based housing need assessment
- To ensure applicants are made offers in a timely and professional manner and in accordance with the Association's policy
- Arrange for viewings of void properties and ensure that if the property is accepted sign up procedures are in place in a conscious and timely manner
- To ensure void losses are kept to a minimum by the swift allocation and re-allocation of void properties.

Estate Management and Dealing with Incidents of Anti-social behaviour

- To ensure tenants adhere to their tenancy obligations including providing them with appropriate advice and assistance
- To ensure the terms of the tenancy agreement are adhered to and that any breaches are managed appropriately and in accordance with the Association's estate management and anti-social behaviour policies and procedures
- To liaise with others internally and externally to further develop our service and take preventative action in partnerships with other stakeholders and partner agencies
- Interview tenants and residents, issue warnings and commencement of legal action and court action (where necessary) following an initial investigation period. Tenancy Sustainment
- Help new and existing tenants sustain their tenancies by liaising with support agencies and internal services provided by Elderpark HA
- Proactively identify the causes of a tenancy being at risk, and in conjunction with partnering agencies agree and monitor an action plan to improve tenancy sustainability
- Use Housing Options procedures and named contact links to ensure that tenants can access the most appropriate support available to them
- Develop and sustain relationships with partnering and statutory agencies which support tenancy sustainment.

Arrears Recovery

- Maintain records of current and former tenant arrears
- Liaise with the Housing Benefit Section, Universal Credits, Social Work Department, Homeless Section and associated partners as necessary

- Proactively develop systems, approaches and communication which focus on the prevention of rent arrears
- Pursue current tenants and former tenants for rent arrears in accordance with the arrear's recovery procedures
- Compile and ensure appropriate legal notices are delivered in conjunction with the arrears and rent policy and procedure
- Ensure accurate records are kept to enable court action where necessary and implementing this action with the Association's solicitor, including attendance at court and the visit of tenants in arrears.

Welfare Rights

- Keep up to date with all aspects of social policy and social security legislation and case law in particular Universal Credits and Housing Benefit so as to give effective advice to tenants to help maximise their benefit entitlement.
- In association with the Welfare Rights Officer
 - Develop appropriate marketing campaigns and events to meet the needs of target groups who might fail to receive appropriate benefits
 - Promote and contribute to the development of benefits information in the Association's newsletter and website
 - Carry out benefit checks for tenants, including potential tenants and assess their entitlement to Housing Benefit and Universal Credit
 - Carry out Housing Benefit and Universal Credit assessments whilst official decision is pending so as to reduce incidence of tenants falling into rent arrears
 - Submit Housing Benefit and Universal Credit claims and requests backdated claims as appropriate.

Tenant Participation / Engagement

- Promote knowledge and awareness of the tenant participation strategy through day to day dealings with tenants
- Attend meetings and provide information to tenant groups/focus groups (outwith office hours as and when required)
- Attend community events (outwith office hours as and when required)
- Assisting the Housing Manager in consulting tenants on any reviews of key policies in accordance with the Association's Tenant Participation Strategy
- Develop appropriate tenant participation and scrutiny methods which support the enhancement of the association's services
- Proactively answer complaints in relation to the Housing Management service
- Contribute to newsletters and annual reports.

Statistical Returns / Performance Management

- Assist the Housing Manager through the provision of statistics and maintain the accuracy of data on our IT database systems

- Take responsibility for the monitoring of your own performance including the production of reports and statistics
- Be involved in the production of data which meets the Annual Return on the Scottish Social Housing Charter including an awareness of the technical guidance.

Systems Administration

- Be fully conversant with the Association's computerised systems and utilise phone and tablets to provide an effective housing service
- In conjunction with other Housing Officers take responsibility to ensure that a module(s) within the Housing Management software is utilised to its optimum efficiency and where appropriate implement and train other users in relation to upgrades within their respective modules
- To ensure all related statistical databases are present and correct and report any difficulties to the Housing Manager.

Other

- Any other duties specified by the Housing Manager, Housing and Customer Services Director or CEO that would be considered reasonable for a Housing Officer to undertake.

Housing Officer Person Specification

Experience and Qualifications	Essential	Desirable
Experience within a successful Registered Social Landlord or similar housing related organisation	X	
Educated to degree level in a relevant discipline or a related professional qualification in housing (CIH Level 4 or above)		X
Working towards a professional qualification in housing	X	
Member of the Chartered Institute of Housing		X
Experience of maximising rental income and arrears management	X	
Experience of dealing with nuisance and anti-social behaviour and developing strategies to alleviate the incidences	X	
Achieve outcomes for vulnerable tenants with complex needs	X	
Previous experience using Housing Management software	X	
Experience of achieving KPI targets and providing a consistently high quality of service	X	
Knowledge	Essential	Desirable
Knowledge of developing and implementing tenancy sustainment strategies	X	
Knowledge of welfare benefits, in particular housing benefit and Universal Credit	X	
Demonstrate application of your knowledge of relevant housing legislation to tenancy management matters	X	
Up to date knowledge of the current regulatory framework and the context in which Elderpark Housing Association operates	X	
Strong financial awareness and understanding of budgetary control		X
Proven ICT skills in a range of Microsoft packages and knowledge of promoting digital inclusion	X	
Skills and Abilities	Essential	Desirable
Excellent communication, listening and interpersonal skills	X	
Represent Elderpark HA and the wider housing sector in a positive light	X	
Ability to develop good relationships with colleagues and the management committee	X	
Develop and maintain working relationships with external agencies to achieve sustainable solutions to the tenants you service	X	
Excellent professionalism, discretion and confidentiality	X	

Excellent skills at planning and prioritising workload	X	
Be creative in promoting and planning community regeneration activities		X
Ability to innovate and embrace opportunities for change	X	
Ability to work under pressure with minimum supervision	X	
Other	Essential	Desirable
Take responsibility for self-development and continuous improvement	X	
Flexibility in working arrangements (willing to work outside normal working hours when required)	X	
Driving license and access to your own car		X