

ROLE DESCRIPTION: Housing Officer	
<b>Reports to:</b> Housing Team Leader	<b>Responsible for:</b> <ul style="list-style-type: none"> <li>- Delivering high quality, cost effective, customer focused services.</li> <li>- Delivering tenancy and estate management services for housing across Karbon geography</li> <li>- Provision of an holistic housing management service, build and maintain relationships with customers and sustain tenancies</li> <li>- Delivery of the Group's Housing management and anti-social behaviour policies and procedures</li> </ul>
Role purpose:	
<p>To be an enthusiastic colleague, committed to providing the highest possible standard of service to customers and giving guidance, support and direction as appropriate.</p> <p>To be accountable for delivering the highest possible standard of housing services, support and advice for customers.</p> <p>To identify opportunities for improvement and address any concerns, providing guidance/training/feedback to support service delivery.</p> <p>Act as a positive member of the Housing team, collaborating with other colleagues across departments and supporting a culture that delivers results and service excellence, and promotes the Karbon values and brand.</p>	
Key responsibilities:	
Teamwork:	
<ol style="list-style-type: none"> <li>1. Contribute to the success of your team through the delivery of housing services, as a member of the Housing Team.</li> <li>2. Collaborate with, and support others in the team, creating a team environment that enables everyone to perform at their best.</li> <li>3. Act as a role model for the Group's values and culture.</li> <li>4. Embed structural and cultural business change and service improvement, through collaboration and implementation of service strategies and plans.</li> </ol>	

### Delivery:

5. Support the development and delivery of effective and high-quality housing services to housing customers across Karbon geography in line with related housing strategies and policies to ensure effective sustainment of tenancies and neighbourhoods
6. Acknowledge and respond to contact and queries received in person, via email, telephone or social media from customers in relation to housing management, tenancy breaches or anti-social behaviour.
7. Respond to and effectively manage incidents of tenancy breaches including investigation and recovery of abandoned properties, ensuring compliance with gas and electric access procedures and attend evictions when required
8. Respond to and effectively manage anti-social behaviour with a focus on early intervention and delivery of diversionary work to ensure tenancies and neighbourhoods are effectively managed.
9. Carry out tenancy visits at appropriate points throughout customers' tenancies to maximise the opportunity to sustain tenancies.
10. Support the allocation process by carrying out property inspections of customers' homes prior to approval of housing transfer and mutual exchange applications, co-ordinating requests for exceptional lets
11. Carry out estate inspections and community walkabouts with key stakeholders to identify opportunities to improve Karbon Homes estates and to ensure they are managed effectively and to the highest possible standard.
12. Provide advice and support to customers affected by welfare reform and benefit changes particularly customers moving to or in receipt of universal credit referring to the group's specialist benefits advice team where appropriate.
13. Identify support needs and co-ordinate ongoing support for customers to facilitate tenancy sustainment.
14. Identify and report any safeguarding issues and represent Karbon Homes at safeguarding or multi agency meetings when required.
15. Actively promote customer involvement and encourage customers to participate in decision making for service delivery.
16. Develop and maintain effective working relationships across all housing teams
17. Develop and maintain effective working relationships across other internal teams such as Community Investment, Community Engagement, Money Matters, KPS, and Development
18. Develop and maintain effective working relationships with external partners such as Police, Social Services and Local Authorities
19. Assist with service improvements and developments as required.

The above list is not exhaustive and the post holder will be required to undertake responsibilities and tasks deemed commensurate with the post.

### Organisation wide:

20. Deliver financially viable and economically effective products and services, seeking to maximise resources and social value.

21. Ensure all systems and processes deliver operational excellence, driving continuous improvement and innovation.
22. Ensure that services fully comply with all organisational policy and procedures.
23. Ensure that risks within the directorate's activities are identified, removed or minimised.
24. Create a safe and healthy working environment, ensuring all systems of work, policies and procedures are fully and consistently applied.
25. Responsible with the Management team for the effective utilisation of Group assets.
26. Promoting the values of the Group at all times and demonstrating a high level of commitment to diversity and inclusion.
27. Ensure that Karbon homes complies with all legal, regulatory and health and safety requirements.

The Housing Officer role is part of the Housing Team. As with all Team member positions there are also specific responsibilities and delegated powers in relation to financial and operational matters, regulatory compliance and information security. These are not all listed here and will change over time as the organisation continues to grow and develop.

## PERSON SPECIFICATION: Housing Officer

### Experience and qualifications:

- a. A strong record of demonstrable achievement in service delivery of housing services (E)
- b. Experience of working in partnership with internal (and external) stakeholders to deliver excellence (D)
- c. Experience of working effectively in communities (D)
- d. Experience of collaborating and working as part of an effective team (E)
- e. Demonstrable computer literacy with experience in the Microsoft Office programs (E)
- f. Relevant housing qualification or work experience (D)
- g. Commitment to continued professional development (D)
- h. Full clean driving licence and access to a car (E)

### Knowledge:

- i. Up to date knowledge of legislation in relation to housing provision (E)
- j. Knowledge of current and future challenges facing social housing (E)
- k. Knowledge and understanding of welfare benefits (D)

### Skills:

- l. Ability to use judgement and take ownership of decision making (E)
- m. Ability to prioritise workload and work well under pressure to meet deadlines (E)
- n. Ability to manage risks and make sound judgements, whilst not being risk averse (E)
- o. Good level of written, presentation and interpersonal communication skills (E)
- p. Ability to work individually or as part of a team (E)

### Attributes:

- q. Transparent and open, acting with integrity and able to build high levels of trust (E)
- r. Committed to diversity and inclusion (E)
- s. Champions innovation and encourages ideas (E)
- t. Resilient and able to work under pressure (E)
- u. Collaborative and inclusive (E)
- v. Actively role model and champion the Karbon vision, values and purpose (E)
- w. Committed to excellence in service delivery (E)