**Housing Officer**

**Team:** Housing Management

**Report To:** Senior Housing officer

**Grade:** SH6

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| **Overview:** The purpose of this post is to deliver high quality housing management services, covering the following key areas:* Allocations and lettings
* Anti-social behaviour casework
* Domestic abuse and harassment cases
* Safeguarding and tenancy support
* Tenancy and estate management
* Tenancy changes/mutual exchanges/succession and assignment/left in occupancy
* Investigation of tenancy fraud cases

You will be responsible for a defined geographical ‘patch’ and act as the custodian of your patch ‘owning’ and seeking resolution of customer and community concerns. |
| **Responsibilities:** * Provide efficient and effective housing management services (in line with agreed procedures) within a defined geographical area.
* Informally engage with customers who live in your patch, aim to become the ‘go to person’ who customers trust to get things done.
* Get to know key information about your customers:
* Do they have any vulnerabilities and are they being adequately supported?
* Are they looking after their property? – Undertake property inspections, new tenancy visits and/or liaise with colleagues who have accessed the property.
* Is the property safe and decent for them to live in?
* Is the external environment clean and safe, and free of environmental blight?
* Do they have any cultural or language barriers?
* Are they in financial hardship?
* Work agilely to provide a visible community presence at community hubs and other locations identified.
* Provide office/duty cover ensuring all emergency/urgent cases receive a priority response and you support the wellbeing of customers in our sheltered schemes by careful monitoring of the ‘I’m OK’ welfare checking system.
* Ensure empty properties are allocated efficiently to customers in greatest housing need and carry out property viewings/sign ups with prospective tenants.
* Ensure new tenants are aware of their obligations as a tenant and the support available in Salix Homes.
* Ensure sheltered schemes in your area are well managed and sheltered scheme customers appropriately supported
* Ensure a swift response to reports of anti-social behaviour, ensuring that early intervention and prevention tools are applied and refer cases for legal intervention where appropriate to protect victims.
* Ensure any breaches of tenancy are picked up and remedied, including (but not limited to), abandoned vehicles and breaches of the car parking policy, garden and property condition cases, abandoned properties, fly- tipping, nuisance or unauthorised pets, fire safety concerns, vermin and other infestations.
* By working with internal colleagues and external partners ensure that customers who are vulnerable or have complex needs are supported to live well in their community.
* Apply appropriate professional curiosity and common sense where you encounter any concerns about children or vulnerable adults, ensuring we put people above processes.
* Initiate and attend when requested professional’s meetings to provide wrap around support for vulnerable customers.
* Build effective relationships with key partners in your area including SCC neighbourhood managers, local policing team, fire service, social services and other statutory and voluntary organisations.
* Schedule multi agency estate walkabouts in defined areas of your patch encouraging community involvement and ensuring any areas of dissatisfaction are swiftly addressed.
* In line with the Housing Health & Safety Rating System (HHSRS) seek early identification of any hazards prevalent in the properties within your patch including but not limited to – damp and mould, overcrowding, poor sanitation, structural hazards, asbestos etc.
* Represent Salix Homes at key partnership meetings and customer forums.
* Represent the organisation at court, accessing appropriate legal advice where necessary.
* Maintain an up to date knowledge of all relevant legislation, case law and good practice relating to housing management services.
* Ensure that you take reasonable care of your own health and safety and that of other persons who may be affected by your acts or omissions at work - Health and Safety at Work Act 1974
* Promote a safeguarding culture within Salix Homes, ensuring that due regard is given to the need to safeguard and promote the welfare of children and vulnerable adults in carrying out Salix Homes functions and supporting the designated safeguarding leads to achieve excellence in safeguarding.
* Ensure all data collected is treated in strictest confidence, securely stored and processed in line with GDPR regulations.
* Be available to attend ad-hoc meetings outside of normal working hours where necessary.
* Any other ad-hoc duties that may fall within the remit of this role, which it would be reasonably assumed that the postholder is capable of fulfilling, or for which training has been given.
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| **Profile Fit:** * This role would be suitable for someone with a strong housing management background who thrives in a challenging work environment and has a passion for delivering excellent customer service.
* You will have a good understanding of the challenges present in disadvantaged communities and a be a champion for ensuring customers are treated with dignity and respect.
 | * This role is not suitable for someone who is uncomfortable managing competing demands and working in a constantly changing environment.
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| **Main Stakeholders:** * Staff at all levels
* Customers
* Salford City Council
* Greater Manchester Police
* Greater Manchester Fire Service
* Social Services
* Third Sector Agencies
* Elected Members
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| **Person Specification** |  |
| **Knowledge:** * Good overall knowledge of housing legislation.
* Knowledge of the tools and powers available to landlords to tackle anti-social behaviour.
* Knowledge of tenancy change processes including mutual exchanges and succession and assignment.
* Knowledge of the Housing Health & Safety Rating System (HHSRS)
* Knowledge of safeguarding, health & safety, and GDPR legislation.
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| **Skills:** * Proven track record of delivering high performing housing management services.
* Self-motivated, highly organised and holds ability to manage a diverse and demanding workload ensuring deadlines are met.
* Able to build effective partnerships and seek opportunities to collaborate.
* Excellent communication skills and able to empathise and support customers from disadvantaged backgrounds.
* Strong IT skills using a range of formats and applications.
* Ability to work flexibly to meet the competing demands of the service.
* Must hold a current, valid driving license.
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| **Experience:** * Previous experience of working in a customer facing housing management role covering the duties outlined in the job overview.
* Experience of developing effective partnerships with a range of partners and stakeholders that deliver successful outcomes for customers.
* Experience of working within a performance focused environment and have a proven track record of successfully meeting performance targets.
* Experience of working under pressure, organising, and prioritising workloads to meet specific deadlines.
* Experience of working with a range of IT software systems including Microsoft Office and bespoke housing management systems.
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| [ ]  **By ticking the box you agree that you have read, understood and accepted the content of this document.** |
| **Signed:**  |  | **Date:**  |  |
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