

**Role Profile**

**The purpose of this document is to give a high-level description of the role, to enable you to have a reasonable understanding of what are the main activities and objectives. In addition, the person specification indicates the skills and experience that you will need to be successful in this role.**

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| **Job Title:** | Specialist Housing Officer |
| **Directorate:** | Customer | **Department:** | Specialist Housing |
| **Reports to:** | Specialist Housing Manager |
| **Line management responsibility:** | None |
| **Budgetary responsibility:** | None |
| **Prepared by:**  | Customer Director |
| **Date:**  | January 2025 |

**Overall team / department purpose:**

The Customer Directorate is committed to delivering high-quality front-line housing services. We take a proactive approach, always putting customers at the centre of our work. By collaborating with our customers and community partners as well as continuously seeking improvements in how we work, we aim to be recognised by our customers as a trusted and reliable landlord.

**Overall role purpose:**

The Specialist Housing Officer is responsible for managing a portfolio of specialist properties and providing high-quality housing management services to residents. This involves ensuring the effective management of tenancies including tenancy breaches and ensuring estates and communal areas are kept to the required standards. This involves investigating concerns, working with customers and external partners and implementing strategies to improve customer satisfaction with their community. This role must ensure that all cases are handled efficiently, fairly and in accordance with regulatory and organisational policies.

**EDI Accountabilities:**

* Actively take accountability to make sure all Colleagues and customers feel included. Challenge your decisions – “am I being inclusive”
* Challenge poor behaviour of others and promote best practice.
* Participate and support in the implementation of the EDI strategy and improvement programmes.
* Listen to, value, and respond to the views and ideas of others and appreciate differences in cultures, backgrounds, needs, and choices. Ensure you treat all people equitably, taking into consideration difference, and with dignity and respect.

**Key working relationships:**

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| **Who?**  | **How?**  |
| Internally  |
| Line manager  | Keep fully informed and escalate as appropriate.Obtain support and guidance on cases. |
| Other teams across Brighter Places | Work together to plan work to ensure a smooth process for customers and find effective solutions if issues arisePromote a culture of learning from our customers and share information with others to help them improve their areas of work. |
| Externally |
| Our customers | Regular, prompt and clear communication with customers about their moves. Resolving any issues and being the key point of contact for all move related issues. |
| Legal advisors and other agencies e.g. neighbourhood police, local authorities | Regular, prompt, and clear communication with residents on progress with important issues of concern, ensuring they are kept informed at all stages and managing expectations regarding their case and possible outcomes. |
| Contractors and Service Providers | Coordinate with external service providers to resolve issues related to their services. Ensure they meet the required standards and address any issues promptly. |

**Key role responsibilities:**

* **Service Delivery:**
* Manage a portfolio of properties, ensuring effective tenancy management and compliance with tenancy agreements, which comply with regulatory and legal requirements.
* Conduct regular tenancy audits to ensure tenancy conditions are being met and refer any suspected incidents of tenancy fraud appropriately.
* Take tenancy enforcement action which seeks resolution at the earliest opportunity. Where necessary ensure legal action is taken in line with our policies and procedures and ensure that customers are supported at every stage.
* Identify and act on any health and safety issues for our colleagues or customers.
* Take action to support customer’s whose home no longer suits their needs. This could include applications for aids and adaptations, referrals to other organisations, advice on how to apply for another home through Home Choice and/or recommending customers to be moved internally.
* Work collaboratively with Lettings colleagues when customers are being moved. This could be a permanent or temporary move.
* Be available and accessible to customers to provide them with support and advice regarding their tenancy and their home and work positively to address any concerns at an early stage.
* Have a visible presence in your community, and undertake regular estate inspections, communal area inspections and ensure all identified actions are completed to keep our communities safe and in line with our standards.
* Work collaboratively with colleagues and partner organisations to facilitate successful outcomes for customers in relation to the management of their homes.
* In partnership with our Anti-Social Behaviour colleagues, take steps to resolve anti-social behaviour in line with our policies and procedures.
* Work with community partners to address broader community issues and enhance the overall resident experience.
* Increase resident satisfaction by developing and maintaining a professional, and pro-active approach to tacking customer issues.
* Ensure that those reporting neighbourhood issues, whether a customer or not, feel informed and supported and are referred to the relevant agencies for additional support where appropriate.
* Support in identifying areas of improvement and where appropriate feedback solutions to continuously improve service delivery.
* Promote proactive and preventative solutions to develop sustainable neighbourhoods, working with development, customer service and community engagement.
* Receive, log and investigate all customer issues and where relevant conduct thorough investigations, gathering evidence and interviewing relevant parties.
* Attend multi-agency meetings and case conferences as required.
* Develop and maintain strong working relationships with community partners.
* Organise and deliver educational workshops and awareness campaigns for customers to promote positive behaviour and community cohesion.
* Keep up to date with housing legislative changes to support the updating of information, processes and procedures.
* Support the preparation of reports on service outcomes.
* **Customer Engagement:**
* Create a high standard of service, ensuring customers feel heard and respected.
* Foster a culture of empathy and responsiveness within the team.
* Support resident involvement and community development events and consultations.
* **Compliance and Reporting:**
* Ensure compliance with all relevant regulations and organisational policies.
* Audit and ensure accurate records of all customer information.
* Support the preparation of reports detailing the team’s performance.
* **Data Management and Protection:**
* Ensure all data related to complaints is managed in compliance with data protection regulations, including GDPR.
* Regularly review and audit data entries to ensure accuracy and completeness.
* Implement and maintain data protection measures to safeguard customer information.
* **Continuous Improvement:**
* Identify opportunities to improve the service to customers and work with colleagues to deliver these.
* Participate in training and development activities.

**Responsibilities for us all:**

* Work with all our colleagues, customers and stakeholders in a collaborative and supportive way that reflects our Values.
* Demonstrate a commitment to value for money and high-quality customer service in all that we do.
* Be an ambassador for the organisation, representing Brighter Places in a positive manner and creating a positive impression with all internal colleagues and all external customers and stakeholders.
* Contribute to Brighter Places being a diverse and inclusive organisation.
* Act at all times within laid down guidance and requirements in our Rules, Policies, Procedures, Standing Orders and Financial Regulations, the Code of Conduct and Colleague Handbook.
* Participate in learning and development activities that develop personal effectiveness and assist in improving performance in the role and in your team.
* Be flexible to change within the organisation when necessary and provide assistance, if required. Undertaking any other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

**No role profile can be entirely comprehensive, and the post holder will be expected to carry out such activities that are required and are broadly consistent with the above role profile. Role profiles are subject to continuous review and will be updated on an ongoing basis subject to management discretion. Significant changes to the role will be discussed with job holders.**

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| **Values and Behaviours** |
| **We are human** | We listen to people’s stories so they never feel like a cog in the machine. We keep our minds open and always take time to empathise and understand the needs of our communities, anyone who works with us and anyone who asks us for help. We treat people with respect and honesty. We collaborate with other organisations to achieve our goals and we trust each other. |
| **We bring it** | We think big. We work hard to achieve our goals and we’re always ready for the next challenge. We bring everything we’ve got to everything we do – so we can build the best communities possible. |
| **We speak truth** | We trust each other and we’re honest. Our working community is blame free and supportive. This means we can make mistakes, own them, and learn from them without fear. We are open with the people we serve and we keep the conversation going. |
| **We belong** | We believe in diversity, equity, dignity and the freedom to be. Whoever you are, wherever you’re from and whatever your life story, you have a place in our communities. You are valued and you belong. |

**Person Specification**

|  | **Essential** | **Desirable** |
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| **Education & qualifications** | * Educated to A-Level standard or equivalent.
 | * Relevant qualification in customer service, housing management or a related field
* Experience of managing anti-social behaviour
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| **Experience, knowledge & understanding** | * Experience of working in social housing or similar environment.
* Experience in identifying health and safety issues and taking action to resolve these.
* Case management experience, working with the general public.
* A good knowledge of current best practice in social housing,
* Experience of working with a range of different agencies or stakeholders and building relationships with them.
* A good working knowledge of relevant housing legislation.
* An understanding of tenancy enforcement.
* Experience of working with witnesses and victims of crime and anti-social behaviour.
* Experience of managing ASB, Hate Crime and/or Domestic Violence and success in dealing with these cases.
* Experience in utilising data systems, processing data and updating records in written and numerical format
 | * Knowledge, experience or understanding of working with people with complex needs
* Experience of representing an organisation in Court and knowledge of Court procedures.
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| **Skills & abilities** | * Excellent communication and interpersonal skills with a variety of audiences
* Strong problem solving
* Highly organised
* Ability to put the customer’s needs at the centre of service provision and a commitment to customer care
* Ability to work in a team as well as on own initiative
* Ability to prioritise work and deliver to tight deadlines
* Excellent written and verbal communication skills.
* Good negotiation and persuasion skills.
* Ability to form effective working relationships with a range of community stakeholders.
* Ability to remain calm and find appropriate resolutions when handling conflict.
* Ability to multi-task in a reactive environment.
* Experience of effectively monitoring and managing operational performance.
* Ability to understand and communicate financial information, i.e. rent account information.
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| **Personal characteristics** | * Empathetic
* Patient
* Adaptable to change
* Can do attitude
* Keen eye for detail
* Resilient and able to handle challenging situations calmly
* Motivated to deliver for our customers
* Discrete and maintains confidentiality and handles sensitive information with care
* Collaborative and creates a supportive work environment
* Proactive and self-motivated, with a continuous improvement mindset
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| **Other** | * A flexible approach to working hours to support resident engagement or community development events
* Valid UK Driving Licence.
* Clear DBS check.
* Ability to travel independently to visit customers and properties across our stock (pool cars are available).
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