

JOB DESCRIPTION

Post: Housing Officer	Analyst:	C Keenan-Jackson Director of Housing & Corporate Services
Date: September 2021	Department:	Housing
1. <u>JOB DETAILS</u>		
a. Responsible to:	Housing Manager	
b. Responsible for:	Housing Services function	
c. Working hours:	37 hours per week (Monday to Friday)	
d. Wage level:	NJC Points 19, £25,481 – NJC Point 25, £29,577	
Essential Qualifications:		
e.	<ul style="list-style-type: none"> • 3rd Level education (University Degree) OR a minimum of 5 years' experience within the last 8 years 	
Essential Experience:		
f.	<ul style="list-style-type: none"> • A minimum of 2 years' experience within the last 5yrs in a similar role • Excellent interpersonal and communication skills • Computer Literacy: A good working knowledge of Microsoft Office packages including Word, Excel and Outlook 	
2. <u>JOB SUMMARY</u>		
<p>To ensure the effective and efficient delivery of housing management operation and assist the Association to achieve its core aims and objectives.</p> <p>To manage housing tenancy and licensee to ensure best use of housing stock, rent and void management, anti-social behaviour, etc.</p> <p>To instil a culture of customer focussed business development.</p>		
3. <u>KEY TASKS</u>		
3.1	To assist with providing an innovative, professional and proactive tenancy support service	
3.2	<p>To undertake duties in relation to the allocation of dwellings in accordance with the Housing Selection Scheme and best practice. Ensuring allocations are made promptly and reduce void loss.</p> <p>Carry out accompanied property viewings as part of the allocations process</p> <p>Sign up all new tenants, advising them of the conditions of tenancy, assisting with the completion of housing benefit/UC forms, etc.</p>	
3.3	To undertake duties across the full breadth of the housing management department.	
3.4	To manage rent arrears in accordance with duties detailed in the Rent Management Policy, including preparation and attendance at court if required.	
3.5	Take responsibility for the management of the rent arrears process, and escalating serious matters or matters requiring legal action to the Housing Manager.	
3.6	Maintain an effective filing and computerised diary system in respect of housing management issues, updating tenant information, support plans, household mix, arrears activity as appropriate.	

3.7	Provide the Housing Manager/Director of Housing with information required for reporting to SMT, Committee and Board
3.8	Undertake tenant visits, providing a support service for any problems, finding a suitable resolution where possible.
3.9	Provide targeted signposting and support to customers in relation to welfare benefits, budgeting, money management, fuel poverty and consumer credit, in order to maximize income and promote financial inclusion
3.10	Encourage and promote tenancy participation strategies including attendance at Tenant Forums
3.11	Investigate and report any alleged/suspected tenancy fraud cases.
3.12	Management of anti-social behaviour issues/complaints, in line with company policy and procedure.
3.13	Liaise with the maintenance team to manage stock appropriately
3.14	Possess and maintain detailed knowledge of benefit, housing and other relevant legislation, briefing staff and/or customers on relevant areas including the production of literature and reference materials
3.15	Prepare and manage write off processes in accordance with procedure
3.16	Manage all tenancy related matters including termination of tenancy, key collection, etc.
3.17	Supply regular housing management material for the web site
3.18	Assist with implementation of customer service standards and achieve targets detailed in the association's corporate and annual performance indicators
3.19	Liaise and build effective working relationships as appropriate with other staff and external parties including NIHE, local community groups, etc.
3.20	To be part of the association staff team and participate in group discussions, operational review, performance assessments, etc.
3.21	Maintain awareness of the external business environment to identify changes which may have an impact on the organisation
3.22	Ensure all duties and responsibilities are carried out within standards outlined in the Housing Association Guide and Regulatory Framework

4.0 General

4.1	Ensure all activities are conducted in accordance with the Company's Health and Safety and Equal Opportunities Policy.
4.2	Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity
4.3	To promote the organisations Mission, Values (Leadership, Aspiration, Personal, Esteem, Community & Integrity) Aims and objectives
4.4	To maintain professional boundaries and confidentiality within the Association
4.5	To attend staff meetings, training, forums, which may occur outside normal working hours

4.6	To participate in Performance Reviews and supervision sessions
4.7	Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times
4.8	Adhere to policies and procedures as contained within Staff Handbook
4.9	Conduct all activities with confidentiality and in accordance with the requirements of Data Protection Legislation.
4.10	Carry out any other duties as may be reasonably expected from time to time that are within the competence of the post holder and conducive to the effective delivery of the role and success of the Association.

Please be advised that this list is not meant to be exhaustive and may be added to or amended as and when deemed necessary.

Signed by Employee:

Signed: _____

Date: _____

Signed on behalf of Association:

Signed: _____

Date: _____

Position: _____
