



JOB DESCRIPTION	
JOB TITLE: Senior Housing Officer (General Needs)	REPORTS TO: Housing Manager
DEPARTMENT: Housing Department,	
DATE: May 2022	REVIEW DATE: May 2023
ROLE PURPOSE: The Senior Housing Officer will be responsible for supervising a team of staff and ensuring that the objectives set for their area of responsibility are achieved, under the direction of the Housing Manager. The Senior Housing Officer will be responsible for the day-to-day management of their area. This will include ensuring the delivery of a high quality and effective housing management and the achievement of continuous improvement, in accordance with the standards and objectives set.	
Key Area	Key Activities
<u>Staffing/Performance Monitoring</u>	<ul style="list-style-type: none"> • Participate in the appointment of staff when required in accordance with the Association's procedure and Equality Legislation. • Ensure the Association's system of performance management is implemented within their area of responsibility, undertaking appraisal and review meetings with staff, taking any follow-up action necessary and addressing any performance issues arising. • Implement the disciplinary and grievance procedure in accordance with the Association's policies and procedures. • Management achievements of KPIs and objectives for the Association. • Manage and record absence within the office. Approve annual leave, flexi leave, rota cover, ensuring adequate cover is maintained within the department. • Fulfil the requirements of the Induction procedure for newly appointed members of staff and staff who have been promoted or transferred. To identify training needs of staff and take steps to ensure that these needs are met. • Appropriate line management of staff, ensuring the best possible service is provided to tenants, the public and everyone who comes into contact with the Association. • Produce training packages and deliver training within the Housing Department. • Ensure staffing levels are adequately managed to ensure a high level of service provision • Maintain a high level of commitment and morale amongst staff. • Ensure that the Apex's policies and procedures relating to all estate management functions are implemented. • Work with Housing Officers to ensure incidences of Anti- Social Behaviour are dealt with in line with Apex policies and procedures. • Ensure any non-compliance with standards is actioned on a timely basis. • Ensure all staff perform their duties to the required standards through effective monitoring and regular meetings. • Hold one-to-one meetings with staff to set monitor and review performance targets. • Undertake any follow-up action necessary and apply the Association's policy to address any performance issues arising.
<u>Financial Control</u>	<ul style="list-style-type: none"> • Monitoring of current and former tenant rent accounts and responsibility for ensuring Housing Officers, in line with the relevant policy and procedures, manage accounts to ensure effective rent collection and arrears prevention. • Monitor and action rent accounts in line with Apex and DfC targets ensuring performance standards are met. • Ensure all financial procedures are adhered to and accurate records are maintained.

<p><u>Housing Selection Scheme</u></p>	<ul style="list-style-type: none"> • Ensure all allocations are carried out in accordance with Housing Selection Scheme guidance. • Keep up to date with issues relating to the Housing Selection Scheme and advise staff ensuring compliance. • Review all transfer assessments ensuring Apex’s approved systems are used to assess all transfers in line with the Housing Selection Scheme guidance. • Ensure assignments, successions and direct exchanges are reviewed in accordance with the Housing selection Scheme Guidelines. • Monitor all voids and application of void control procedures to ensure that properties are allocated within stipulated time scales, and all preventative action is undertaken to prevent the occurrence of voids. • Ensure the effective promotion of all Estates or Schemes. • Liaise with Councillors, Social Workers, Probation Boards and Health Trusts, and any other relevant external agency, regarding housing and applicant queries.
<p><u>Internal Communications</u></p>	<ul style="list-style-type: none"> • Attend regular progress meetings. • Ensure close liaison with Finance, Property Services and Personnel & Training departments and provide necessary information as and when required. • Hold regular meetings with all relevant staff, and ensure they are briefed and kept informed of progress.
<p><u>Customer Service Delivery</u></p>	<ul style="list-style-type: none"> • Assist with the implementation of any surveys carried out to measure customer service delivery and satisfaction. • Provide an effective advice service to customers and deal with complaints in accordance with the relevant policy and procedure. • Work in conjunction with colleagues, tenants, etc to implement the Association’s Community Involvement Strategy. • Promote and support Tenants Participation and Community Involvement and attend meetings where necessary.
<p><u>General Duties</u></p>	<ul style="list-style-type: none"> • Provide input into the development, implementation and reviewing of policies, procedures and systems within the Housing Department. • Ensure that all requirements of the Association’s Equal Opportunities Policy are met and staff behaviour and attitudes reflect the Association’s commitment to equality. • Foster good working relationships with all external agencies to include NIHE, other Housing Associations, NIFHA, Health & Social Services Trust, Police, Probation, Voluntary Organisations, etc. Attend inter agency meetings and promote the aims of Apex Housing at all times. • Assist the Housing Manager with the preparation of reports and statistical information. • Monitor and review implementation of the Association’s IT and Data Protection policies and procedures by all staff. • Participate fully in the annual internal and external audit programme. • Represent Apex and deputise as and when necessary for the Housing Manager in a professional manner. • Implement Health and Safety issues identified at regular Health & Safety Committee meetings • Any other duties, which may be deemed necessary by the Chief Executive.
<p><u>Section 75</u></p>	<ul style="list-style-type: none"> • Adhere to the Association’s Equal Opportunities Policy and commit to the principles and aims of the Equality Scheme Section 75 duties to ensure fairness and equality in all aspects of work.
	<ul style="list-style-type: none"> • No job description can cover every issue which may arise within the post at various times, this job description is not a rigid or inflexible document but provides guidelines regarding the duties expected while in post.