

JOB DESCRIPTION**JOB TITLE:** Housing Officer**REPORTS TO:** Senior Housing Officer**DEPARTMENT:** Housing Department, Head Office**DATE:** March 2023**REVIEW DATE:** March 2024

ROLE PURPOSE: To provide a quality service in accordance with the Association's policies and procedures, and in line with the principles of continuous improvement. To ensure that all responsibilities are carried out in a timely and effective manner and that confidentiality is maintained in all issues relating to the work of the Housing Department and the Association.

Key Area	Key Activities
<u>Estate Management</u>	<ul style="list-style-type: none"> • To implement the Association's policies and procedures relating to all estate management functions. • To deal with enquiries relating to Housing Services. • To record and investigate all complaints regarding tenancy matters ensuring a satisfactory outcome in line with the Associations policies and procedures. • To implement the Associations policies where non-compliance with tenancy conditions occurs. • To liaise with community groups and actively promote community involvement and engagement. • To consult tenants on issues that will affect their tenancy. • To collate and provide statistical information in relation to Housing and Care Service • To follow up and investigate in line with Association's policy on reports of Tenancy Fraud
<u>Rent Accounting</u>	<ul style="list-style-type: none"> • To monitor rent calculations and advise tenants/residents of changes within the required timescales. • To set up accounts and liaise with the Finance department on an ongoing basis in respect of financial matters. • To monitor and action rent accounts in accordance with the Associations policy ensuring rental income due is collected and department targets are met. • To be aware of legislation and relevant policies as they affect tenants/ residents particularly in the areas of housing, welfare rights and community care. • To be aware of Welfare Reform, Mitigation measures and Universal Credit • To liaise with external agencies to maximise rental income.
<u>Allocations</u>	<ul style="list-style-type: none"> • To operate the appropriate Selection Scheme in accordance with guidelines, providing information to applicants and transfers and liaising with appropriate bodies as necessary. • To undertake accompanied viewings and sign up new tenants. • To be involved in pre-tenancy processes for all new housing developments including arranging viewing of properties, arranging pre-tenancy meetings for new tenants in conjunction with properties services. • To update Termination of Tenancy information and liaise with the Senior Officer and Property Services Officer to ensure properties are let as quickly as possible. • To undertake Change of Tenancy inspections in line with the Associations policy. • To ensure promotion of all schemes to prevent the occurrence of voids.
<u>General Duties</u>	<ul style="list-style-type: none"> • To liaise with the general public, statutory and other agencies as required

	<ul style="list-style-type: none"> • To update all manual and computerised records as required. • To assist with reviewing housing policies, procedures and systems to ensure they remain appropriate • To prepare for and attend legal proceedings as required. • To ensure that a high quality housing management service is delivered to all tenants. • To comply with the Association's policies and procedures relating to Fair Employment and Equal Opportunities and ensure a neutral working environment is maintained at all times. • To ensure compliance with Data Protection legislation, policies and procedures in relation to the release of information. • To implement the Associations policies, procedures, codes and initiatives with regard to customer care and health and safety. • To provide the highest quality of service incorporating the principles of Continuous Improvement, working to continually improve standards promoting the Association to its customers and contacts. • To respect the confidentiality of all information received as a result of the post-holders duties. • To attend meetings and training at both Head Office in L/Derry other venues as and when required • To undertake any other duties that may be deemed necessary by the Chief Executive.
<u>Miscellaneous</u>	<p>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</p> <p>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.</p>