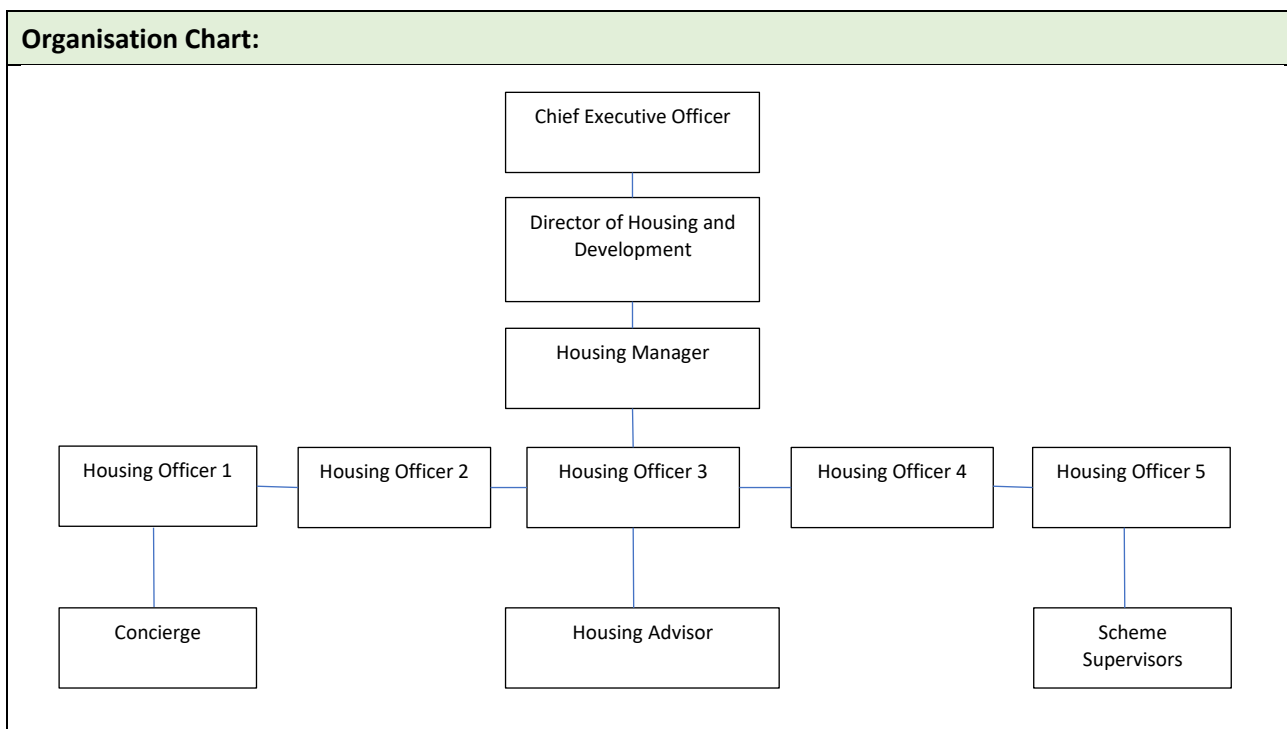


JOB DESCRIPTION

Job Title	Housing Officer
Directorate	Housing & Development
Grade	Band 6
Reports to	The Housing Manager
Budget responsibility	No
People Manager responsibility	Yes
Number of direct reports	1
Indirect reports	n/a
Locations / Usual Base	As per advert
Hours of work	As per advert



Job Purpose:

To deliver an innovative, high-quality, customer-centric, Housing Management service which includes matching / allocations, arrears management, void management, tenancy support, community investment and tenant engagement, in accordance with Triangle’s policies, procedures, current legislation, regulatory requirements, best practice and the Association’s strategies and service standards.

Key Responsibilities:

Allocations & Void Management

- Match and allocate all voids units, facilitate viewings and complete sign ups with new tenants in accordance with the rules of the Northern Ireland Housing Selection Scheme and the Association’s policies and procedures, including appropriate record keeping / relating to N.I.C.O.R.E. procedures (computerised recording of lettings based upon a coded system) in conjunction with the Northern Ireland Federation of Housing Associations.

Job Description and Person Specification

- Manage void units to maximise income and minimise rental income loss, making use of the void control module.
- Liaise with Development Officers and attend site meetings as necessary to prepare in advance for handovers, allocations and commencement of new tenancies.
- Work alongside the Assets Management team to ensure the quick and efficient turnaround of all voids units in accordance with the Association's policies and procedures, including; void inspections, effective liaison with the Assets Management Team, and promotion of difficult to let stock, in order to minimise rental loss and meet key performance indicators.

Tenancy Management, Tenant Engagement & Community Investment

- Process applications for joint tenancies, direct exchanges and successions.
- Ensure tenants are supported to understand their obligations, their rights, entitlements and responsibilities and the terms and legal conditions of the tenancy agreement.
- Initiate abandonment procedures in line with the Association's policies and procedures and legal requirements.
- Determine and initiate legal action in timely manner and represent Triangle in any tenancy management related court proceedings.
- Actively participate in all tenant engagement / participation, community involvement / investment initiatives and participatory budgeting events as suggested by the Housing Manager.
- To assist the Neighbourhoods and Community Investment Coordinator in the delivery of Good Relations Plans in relation to Housing for All Projects.
- Ensure tenants on the transfer list are visited and assessed within agreed time limits and their need is accurately assessed, including where necessary referrals to N.I.H.E. for homelessness assessments.

Financial and Reporting

- Undertake monitoring of financial control systems including the rent ledger, memo accounts and arrears monitors.
- Administer payments to tenants, including decant allowances, redecoration allowances and goodwill payments.
- Undertake recovery of service user debts including current and past tenant rent, service charges and recoverable legal charges, including utilisation of debt collection services, the small claims court and the general court system.
- Ensure that tenants in rent arrears are provided with appropriate levels of support, including liaison with the Floating Support service, alongside signposting to appropriate third-party organisations when deemed necessary or appropriate. Enforcement will be balanced with tenancy support and sustainment actions for arrears cases.
- To liaise with the N.I.H.E. regarding Housing Benefit, Universal Credit and other welfare benefit administrators to ensure that service user / tenant entitlements are assessed as accurately and quickly as possible.
- Provide assistance and signpost tenants to appropriate advice providers to receive specialist financial advice to help sustain and support their tenancy.
- Ensure all reporting and recording systems, including registers are regularly updated and accurate.
- Promote financial inclusion amongst service users.

Job Description and Person Specification

Antisocial Behaviour (ASB) Management

- Monitor, record and investigate all reports of ASB according to Triangle policies and procedures, consulting with third party organisations when appropriate, including Local Councils, Professional Witnesses and the Police Service for Northern Ireland.
- Endeavour to resolve ASB using a wide range of solutions and attending court when necessary.
- Work alongside the Neighbours and Community Investment Coordinator to manage serious ASB.

Line Management

- Provide line management to Scheme Supervisors, Concierges and Housing Advisors, ensuring that their work is conducted to a high standard.
- Advise and assist managers in any investigation regarding Scheme Supervisors or Concierges or Housing Advisors.
- Conduct probationary reviews, performance reviews, and when necessary, welfare visits to staff.
- Coordinate and actively participate in the recruitment and selection exercises for Scheme Supervisors, Concierges and Housing Advisors.

Corporate Matters

- Ensure compliance with Data Protection Legislation (The G.D.P.R., 2018), policies and procedures in relation to the release of information and respect the confidentiality of all information received because of the post-holder's duties.
- Attend training, seminars, conference courses, exhibitions, scheme events, forums and community events as required.
- Assist the Association's complaints manager in the investigation and resolution of corporate complaints.
- Promote, contribute to and play an active part in the overall work of Triangle.
- Provide feedback on housing management / tenant and community related issues for new developments and planned maintenance.
- Implement and comply with Triangle's policies, procedures, and initiatives relating to stakeholder engagement, equality, diversity, customer care, health, and safety.
- Provide the highest quality services incorporating best practice.
- Work to enable companywide continuous improvement initiatives
- Undertake value for money exercises.
- Encourage use of Triangle's Tenant Portal (MyHome).

Additional notes relating to the above:

- Specific duties will vary from time to time: the above list is intended to indicate the general nature of the post and is not exhaustive. No job description can be considered complete, and this job description will be subject to review and may be amended following consultation to reflect any changes that may occur and to meet the needs of the Association and its tenants, licensees and service users.
- The Housing Officer will typically be responsible for a geographically delineated patch of stock but may also be required to undertake more specialist roles and tasks, subject to the demands of the Housing Manager.
- Triangle Housing Association is an Equal Opportunities Employer, and all staff are required to adhere to Triangle's Equal Opportunities Policy throughout the course of their employment.
- All duties must be conducted in compliance with Triangle's Health & Safety and Lone working Policies, Legislation and Statutory Regulations, as well as the relevant risk assessments / safe systems of work.
- Staff are expected to demonstrate their commitment to Triangle Housing Association by their regular attendance and efficient completion of all tasks allocated to them.
- The post holder is always bound to observe the strict rules of confidentiality applicable to work in this Directorate.
- All staff are expected to treat those with whom they come into contact in a courteous and respectful manner.

Working Relationships:

The Development Officer will need to establish and maintain effective working relationships with the following Key Stakeholders:

- Triangle's Executive Team
- Triangle's Senior Leaders & Managers
- N.I.H.E.
- The Department for Communities
- Commissioners e.g., Health Trusts
- Joint Management Partners
- Statutory bodies e.g., Local Councils and the P.S.N.I.
- The Northern Ireland Federation of Housing Associations
- Housing Rights
- Homeless Connect
- Floating Support Providers
- Chartered Institute of Housing NI
- Triangle's Legal Support

PERSON SPECIFICATION:

Experience

Essential

5 x GCSEs (Grades A-C to include Maths and English language or equivalent) and a professional housing qualification equivalent to CIH Level 4, alongside 1 years' experience in a Housing Management role.

Or:

A degree level qualification alongside 1 years' experience in a relevant Housing Management role.

Or:

2 years' experience in a customer facing role within a social housing management setting with working knowledge of tenancy management and social housing systems.

Plus:

A working knowledge of the Northern Ireland Housing Selection Scheme and social housing allocations.

A valid driving licence and access to a car.

Job Description and Person Specification

<p>Desirable</p> <ul style="list-style-type: none"> • Experience of providing a housing management service to a range of client groups including supported living and the fifty-fives and over. • Experience of community investment, tenant participation or involvement initiatives. • Experience of digitalised housing management services / tenant portals.
<p>Education/Training</p>
<p>Desirable</p> <ul style="list-style-type: none"> • Membership of professional housing body e.g., Chartered Institute of Housing (CIH).
<p>Skills and Abilities (tested at interview)</p>
<ul style="list-style-type: none"> • An ability to present electronic information, using IT (Microsoft Office and other computerised housing management packages), to a publishable standard. • Excellent numeracy skills and analytical thinking; including the preparation of reports. • A confident communicator who delivers high levels of customer service to all internal and external customers. • Good team skills. • Diplomacy with assertiveness. • Ability to maintain confidentiality and discretion. • Ability to work on own initiative as well as part of a team, meet timescales, be innovative and make appropriate decisions. • Willingness to train and develop within the job role. • Flexibility to work outside normal working hours occasionally. • High degree of efficiency and ability to self-direct as well as work as part of a team. • Excellent organisational skills and time management. • Flexible approach to working and adaptable to change. • Ability to assess risk and escalate issues as required. • Negotiation Skills. • Good financial awareness. • Critical Thinking Skills.
<p>Specific Knowledge (tested at interview)</p>
<ul style="list-style-type: none"> • Knowledge of all housing management functions and understanding / experience of implementing housing legislation, policies and procedures. • Knowledge and experience of general housing policies, allocation systems and legislation. • An understanding of the welfare system and welfare reform, especially relating to housing benefit and understanding of financial needs and constraints of the sector. • An understanding of tenancy fraud matters. • Knowledge of complex needs, disability, mental health and care issues within a housing context. • An awareness of Data Protection regulations inclusive of the General Data Protection Regulations (2018).