Job Description
Housing Officer

All criteria are Essential unless indicated otherwise

Reports to: Senior Housing Officer

Responsible for: n/a

Overall Job Purpose: Deliver a high-quality housing management service for Barcud's properties that will enable the Association to meet its business objectives and the needs of its tenants.

Key Responsibilities –

Housing Management:

- Provide a professional high quality, comprehensive and cost-effective day to day housing management service with particular emphasis on customer care in accordance with the Association's policies and procedures.
- Take a proactive role in housing management, undertaking tenant visits and appropriate investigations to ensure Barcud's stock is compliant with tenancy conditions, policies and relevant legislation.
- Lead on Barcud's voids and letting processes, assisting tenants as they leave and start Barcud tenancies.
- Undertake estate walkabouts to engage with communities and tenants, ensuring Barcud's properties are maintained to the highest standard.
- Identify issues of maintenance and cleanliness that can be resolved to improve the quality of Barcud's estates, working with relevant colleagues to initiate these resolutions.
- Provide advice and guidance to tenants, ensuring an accessible and informative service is provided for tenants.
- Maintain thorough and accurate records of Housing Management activities.
- Arrange and attend tenant meetings as and when required.
- Encourage tenants to engage with Barcud and influence service delivery.
- Promote and ensure compliance with Barcud's Housing Management policies and standards.
- Work closely with income recovery and tenancy sustainment colleagues to assist tenants in need and ensure issues of tenancy breaches and rent arrears are resolved swiftly.

- Handle matters of anti-social behaviour swiftly and effectively, escalating appropriate issues when suitable.
- Develop positive relationship with tenants and relevant external stakeholders, including Local Authorities.
- Deputise for the Senior Housing Officer when required.

People:

- Promote a high-performance culture that drives continuous improvement and efficiencies.
- Communicating the priorities, plans, vision and objectives of the Association to ensure effective delivery to the agreed service standards and targets.

Corporate

- Promote, develop and manage effective partnerships with internal and external stakeholders to achieve continuous improvement in the provision of services.
- Promote Health and Wellbeing initiatives throughout the organisation.
- Provide excellent customer service to all internal and external customers.
- Work within the Association's equality, diversity and inclusion policies at all times and in all aspects of service delivery and employment.
- Ensure that the Association and its employees comply with all legal, statutory and regulatory requirements along with best practice.
- In all aspects of the Association's work, to promote effective communications, excellence in customer service, and a focus on continuous improvement.
- Carry out such other duties and responsibilities as may reasonably be requested.

This job description is not intended to be an exhaustive list and in view of changing demands, legislation, and regulations, the duties may be reviewed and revised as deemed reasonable and appropriate.

Personal Specification

Housing Officer

This person specification details the experience and skills for the position of Housing Officer at Barcud. All skills and experience are essential except where explicitly indicated to be desirable (D).

Qualifications

- Educated to A Level standard or equivalent, including English Language at GCSE level.
- A recognised relevant professional qualification, particularly from the Chartered Institute of Housing. (D)
- Management qualification. (D)
- Full driving licence.

Experience

- Delivering a Housing Management service that is high-quality and customer focused.
- Experience resolving complex Housing Management issues.
- Undertaking tenant visits and estate walkabouts.
- Fostering strong relationships with a range of external stakeholders.
- Handling anti-social behaviour instances.
- Maintaining thorough and accurate records.
- Monitoring and managing the compliance of Housing Management services with an organisation's policies and standards.
- Public sector or Housing Association experience.

Skills / Knowledge

- Good understanding of the scope of Housing Management services and common challenges in delivering this service.
- Knowledge of current legislation and national policies relating to Housing Management.
- Willing to learn Welsh to ALTE level 3 within 2 years (if not already a Welsh speaker).
- A strong commitment to a people focused culture.

- Ability to promote equality and diversity in all aspects of employment and service delivery.
- Sound numerical, reasoning and written communication skills.
- Ability to manage, develop and implement processes, procedures and systems relating to tenancy management, sustainment and income.
- Able to set appropriate and challenging performance targets for self.