

Job Description

Post Title	Housing Officer
Post Number:	009309, 009313
Business Unit	Housing and Investment
Business Unit team	Managing Homes / Resident and Estates Services
Accountable To (<i>Line Manager</i>):	Senior Housing Officer
Responsible For (<i>Direct Reports Post Title</i>):	None

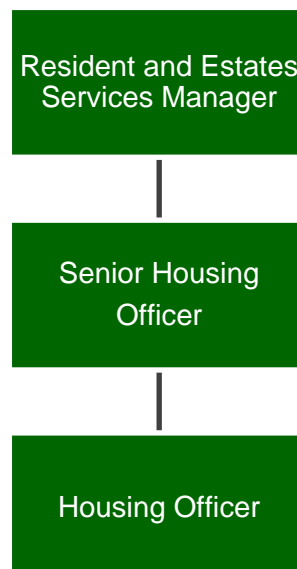
Job purpose

The post holder will be responsible for providing a comprehensive, tailored and resident-focused housing management and service within a designated neighbourhood to current tenants, former tenants, leaseholders and other residents within our estates. This will include:

- highly effective case management and enforcement of tenancy conditions
- highly effective case management and enforcement of lease conditions
- involving tenants, leaseholders and residents in design, implementation and running of estate management services to meet individual and neighbourhood requirements

To play a key role in the delivery of the services provided by Resident and Estates Services, including but not limited to, tenancy, leasehold and estate management. The post holder will be a confident, customer focused and engaging effective communicator. They must also be diplomatic and resilient to deal with sensitive and complex issues, delivering an excellent housing service in a flexible, tailored and responsive way.

Organisational position



Key tasks, duties, responsibilities and accountabilities of the post

- To be a point of contact for tenants, leaseholders, residents and other customers by providing assistance as required. This will include liaising with solicitors and dealing with leasehold management and property sale issues, using own initiatives and seeking advice from the Senior Housing Officer and or the Manager when required.
- Carrying out a program of scheduled visits to tenants and leaseholders' in response to service requests, to ensure that they are satisfied with the service and understand the terms of their tenancy and lease. These visits include, but are not limited to: complaints, eight month visits, fraud audits, repairs, settling-in and other joint visits with agencies such as the Police and social services.
- To assist in the preparation of legal cases and First-Tier Tribunal (Property Chamber) (FTT) bundle documentation where legal action is necessary, and support management in representation of the Council in Court/at the FTT where required.
- Conduct regular tenancy audits using business intelligence and working with contact where information sharing protocols are in place to protect public assets.
- To manage the tenancies and lease as per the agreements and any breaches are addressed in line with policy and procedures. Process applications for succession, assignment, notice of assignments and any other tenancy and leasehold related matter within target dates.
- Oversee the management of the leasehold stock within their area, including consultation and communication with all external and internal customers. This includes shared ownership, stair casing applications, deed of postponement, re-sale processes and any newly acquired stock as appropriate.
- Support the Senior Housing Officer and colleagues with the Right to Buy process, providing advice to customers and assisting in the processing of the applications throughout all stages of the Right to Buy, ensuring compliance with the statutory timescales and legislative requirements.
- Deal with all Notice of Assignments, solicitor enquiries and any other processes relating to the leasehold stock within the required timescales. Ensure a proactive and timely procedure is followed.
- Coordinate the process of granting landlord's consent for alterations to the property whilst ensuring compliance with legislation and the lease by all interested parties.
- Assist the Senior Housing Officer throughout the Section 20 Consultation Process; ensuring actions are undertaken in a timely manner and in compliance with legislative requirements. Attend any Section 20 Consultation meetings wherever necessary and respond to formal written observations from residents.
- Maintain a working knowledge of all housing options, Council's housing allocation policy and the lettings policy. Advising customers on their options and systems used for the allocation of properties. Processing mutual exchange applications, running reports and providing information when requested to senior officers.
- Provide comprehensive support and support to tenants by assisting with the completion of financial assessments, budget management, housing register applications/medical reviews, housing transfer applications and accurate reports for the Senior Officers Housing Panel which determines complex cases that fall outside of the allocations policy.
- Deal sensitively and effectively with allegations of antisocial behaviour. Investigating low level antisocial behaviour in line with legislation and relevant Council policies and procedures in a

timely manner. Ensuring early intervention, enforcement measures and referrals are made to the Community Safety Team to minimise risk to the victim or perpetrator

- Engage with and involve residents in the management of their neighbourhood by working closely with colleagues across the Council,
- Carry out estate inspections as required following up on actions required to maintain a high quality service to communal areas in a cost effective way, liaising with other staff, contractors and external agencies where necessary.
- To work with other agencies/partners such as domestic abuse, adult social care and children's services to identify, learn from and produce action plans to resolve housing issues.
- Participate in the planning and execution of estate events and initiatives, ensuring that the Council's objectives are met and residents provided with the right support.
- Provide a highly visible housing presence across the estates from residents' homes and other suitable locations. Working to increase resident satisfaction and ensure services are delivered in an efficient and cost effective manner, that is responsive and customer focused. Taking a leading role in developing and fostering good working relationships with Ward Councillors for an allocated council ward.
- Effectively managing and resolving residents' contacts logged to the team. Prepare responses to correspondence, member enquiries, MPs, senior management, informal and formal complaints positively in partnership with other staff.
- Identify any improvements to systems that can be learnt from complaints and recommend appropriate action to the Senior Housing Officer and or the Manager.
- Recognise residents with particular support requirements (including older people, people with disabilities, drug & alcohol issues and mental ill health) and referring them to appropriate voluntary and statutory agencies. To liaise closely with agencies providing support services to maintain a high quality and efficient and practical service to residents. Representing the service at case conferences as required preparing action plans to support vulnerable tenants and undertake regular visits.
- Represent the Council to residents, members of the public and outside agencies and form effective working relationships and use the opportunity to increase the perception of others of the value of the Council. This may include, but is not limited to: partnerships meetings, multiple needs working groups, child protection conferences. Providing evidence, making recommendations and taking responsibility for executing agreed action plans.
- Maintain relevant information systems that support the Resident and Estates Services functions, and contributing to the continued development of these systems and associated processes.
- Work with colleagues within Housing and Investment and ICT to assist in the improvement of digital services for residents and mobile working solutions for staff.
- Provide regular monitoring information for performance scrutiny to the Senior Housing Officer and the Resident and Estates Manager.
- Actively participate in the reviewing policies and procedures related to the operations of the Resident and Estates Services.
- Coordinate the work of internal and external contacts such as community safety, environmental health, repairs and the Police to effectively and efficiently resolve tenant, leaseholder and resident queries.
- Support the major works functions of the team as required.

- Take part in additional projects as may reasonably be required from time to time by the Manager.
- To attend work at times required by the needs of the service this may include working evenings and /or weekends.
- The post holder may be required to change office location in accordance with the needs of the service.
- This position is subject to a Basic DBS check.

The role's key contacts and level of relationships with individuals, groups of people, agencies and external organisations

- Internal - Executive Portfolio Holders, local councillors, housing management board and other Council staff.
- External - MPs, Ombudsman, resident groups, tenant and leaseholders (and their representatives), Solicitors, County Court, First-tier Tribunal, managing agents, mortgage lenders, the Police and a variety of other relevant agencies and profession bodies such as: Chartered Institute of Housing, Citizen Advice, Department of Works and Pensions, contractors, local charities, etc.

Governance, Corporate and other responsibilities

- Undertake any additional responsibilities as directed by the line manager commensurate with the level and grading for the role
- Adhere and ensure compliance to the Council's policies, rules and procedures including, Health and Safety, Equality & Diversity, information management including Data Protection, HR, all other legislative responsibilities, governance, financial and procedural rules.
- Ensure compliance to the organisation's Code of Conduct in the delivery and provision of services to staff and the community.
- Be prepared to undertake additional duties not included above that are appropriate to the job grade and qualifications, skill and experience as contained within the Person Specification, recognising that this Job Description will be kept under review and may be amended at the Council's discretion to ensure organisational needs are met.

Behaviours and competencies

- Stevenage Borough Council (SBC) is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and recruitment candidates to share this commitment. SBC shall take all reasonable steps to employ staff who are safe to work with children, young people and vulnerable adults. For posts identified with regular contact with these groups applicants will be required to undertake a Value Based Interview. The council supports the legislative requirements for employing and maintaining safer staff and the guidance specified by [Hertfordshire Safeguarding Adults Board](#).

Person Specification

	Required Competencies	Essential/ Desirable	How to be Assessed Application Test Interview
Knowledge, skills and abilities	Minimum of 5 GCSEs at Grade C or above including English and Mathematics (or equivalent)	Essential	Application
	HND/HNC/CIH housing qualification or equivalent practical knowledge and experience of housing management	Desirable	Application
	Working knowledge of all Microsoft office applications including Word, Excel and PowerPoint with the ability to utilise systems effectively and efficiently. Along with a willingness to progress electronic databases and use systems to improve performance	Essential	Application, Test, Interview
	Good understanding of the social housing sector	Essential	Application, Test, Interview
	Up to date knowledge and comprehensive understanding of legislation relevant to the social housing sector including leasehold management and current issues faced within the housing sector, such as the Housing Act 1985, Localism Act 2011, Care Act 2014, Landlord and Tenant Act 1985, and General Data Protection laws	Essential	Application, Test, Interview
	Knowledge and understanding of equality and diversity issues and the ability to implement the requirements, in line with , Human Rights Act 1998, Mental Capacity Act 2005, Equality Act 2010	Desirable	Application, Interview
	Strong written, verbal and presentational skills	Essential	Application, Test, Interview
	Promote and recommend Housing and Investment, and other Council services	Essential	Application, Interview
	Manage a complex workload and demonstrate experience of using methods to deal with breaches of tenancy and lease conditions taking action and making referrals where necessary	Essential	Application, Test, Interview
	Knowledge of the legal processes available when dealing with tenancy and lease enforcement actions	Desirable	Application, Interview

	Required Competencies	Essential/ Desirable	How to be Assessed Application Test Interview
	Flexible approach and commitment to achieve results of benefit to the customer and the Council	Essential	Application, Test, Interview
	Deliver a high standard of customer care and deal sensitively with a wide range of customers with varied and complex needs	Essential	Application, Test, Interview
	Resolve complaints effectively in line with service standards at the earliest opportunity	Essential	Application, Test, Interview
	Positively seek solutions rather than obstacles, using initiative with minimal or no supervision where required	Essential	Application, Interview
	Thinking creatively and ability to persuade, influence and convince others using strong negotiation skills	Essential	Application, Interview
	Balance needs of all key stakeholders and the ability to explain complex decisions taken by the service in a clear and concise manner	Essential	Application, Interview
Experience	Proven housing experience in the social housing sector	Essential	Application, Interview
	Experience of tenancy, leasehold and or antisocial behaviour management	Desirable	Application, Test, Interview
	Experience of customer service; in dealing with a wide range of through various channels.	Essential	Application, Test, Interview
	Working with and supporting vulnerable people	Desirable	Application, Interview
Any other attributes required for the role not mentioned above	Have a flexible working approach to working hours, including working occasional evenings, weekends and providing cover to other members of the team to meet the needs of the service	Essential	Application, Interview
	Hold a valid driving license and have access to a car for work purposes including business insurance	Desirable	Application, Interview
	Ability and willingness to travel to other locations as required for the role	Essential	Application, Interview
	Good understanding of equality and diversity issues and the ability to implement the requirements	Essential	Application, Interview

	Required Competencies	Essential/ Desirable	How to be Assessed Application Test Interview
	An understanding of health and safety requirements in relation to an officer role within the Housing & Investment business unit	Essential	Application, Interview
	Flexible approach to working hours	Essential	