



## **JOB DESCRIPTION**

**Post:** Housing & Support Officer

**Responsible to:** Housing Team Leader

### **Overall Role Objectives**

To provide comprehensive housing and tenancy management services within a defined geographical area (c.120 properties), including the management of rent and service charge payments and arrears; voids and lettings; tenancy management, including nuisance and anti-social behaviour.

To provide additional tenancy sustainment support to designated customers, working with and signposting to other agencies where appropriate.

### **Key tasks**

#### **Housing and tenancy management**

- To provide advice and information to tenants, residents and others on all tenancy matters, welfare benefits and re-housing requests.
- To assist tenants with support needs to sustain and benefit from their tenancy.
- To work with colleagues to achieve void turnaround targets for repair works and to manage the pre-void and lettings process.
- To assess the needs of applicants for housing or transfer, liaising with LA nominees and others, making recommendations for action within the Lettings Policy.
- To ensure that each end of tenancy and new letting is completed in line with administrative and legal requirements, including tenancy termination, tenancy agreement and associated paperwork, HB / UC application, CORE forms etc
- To ensure that tenants and others understand the rights and responsibilities as set down in tenancy / licence agreements.
- To ensure that the conditions of tenancy are met by the Association's tenants, working with colleagues to manage breaches and help resolve disputes.
- To work with the central Revenues and Arrears Officer to manage rent and service charge payments, taking early and preventative action to minimise arrears.

- Where necessary, take legal action to enforce the conditions of tenancy (non payment of rent or other breaches).
- To assist colleagues in setting the service charges for all properties within the designated area and consult with tenants about changes where applicable.
- To carry out Estate Inspections, monitoring cleaning, grounds maintenance, repairs and maintenance and other estate / block services, liaising with Ability colleagues and others to improve the quality of the environment and ensure tenancy conditions are met.
- To work with colleagues within the property team in identifying, reporting and monitoring repairs and maintenance within the designated patch
- To carry out Tenancy Audits, collecting and maintaining up to date information about customers and any changing support needs in order to assist the Association to deliver targeted services.
- To promote tenant and resident engagement in service delivery and decision making within the Association.
- To attend internal and external meetings as required.
- To deal effectively with complaints in line with the Association's procedures, managing each through to completion.

### **General**

- To comply at all times with the Association's legal, contractual and regulatory responsibilities in relation to the above duties.
- To be aware of and comply with all current policies, procedure and guidelines.
- To contribute to the development of policy, procedures and best practice.
- To ensure that record keeping, monitoring and administrative systems are kept up to date and accurate in accordance with procedures.
- Ability is committed to providing a healthy and safe working environment and expects all employees to observe and promote H&S related policies in all areas of their work, including attending training as appropriate.
- To observe and promote the letter and spirit of Ability's equality and diversity policy in all contact with staff, clients and members of the public and to attend training as appropriate.
- To work effectively with other members of the Housing Services team to meet team objectives and targets and to deputise for other Housing Officers as required.
- To promote effective multi agency working by keeping up to date on other relevant statutory and voluntary agencies, cultivating good local contacts, attending regular network meetings and generally promoting the work of Ability Housing with other agencies.

- To attend internal and external meetings as required.
- To carry out other duties, reasonably requested, which may be appropriate to the role.

### **PERSON SPECIFICATION**

- Professional qualification in a relevant property / housing management discipline, or relevant experience.
- Knowledge of the legal and regulatory framework of social housing and property / tenancy management, together with experience of delivering services that meet these requirements.
- Experience of supported housing would be useful but is not essential. Experience of working in General Needs housing / tenancy management, combined with a desire and aptitude for helping people to maintain independence.
- An understanding of some of the issues and barriers faced by tenants / household members who have learning disabilities, mental health needs and / or physical and sensory impairments.
- Excellent communication and inter-personal skills.
- Experience of working with customers in 1-1 situations.
- Good numeracy and literary skills appropriate to the requirements of the job role.
- Ability to work collaboratively as part of a team, developing good working relationships with colleagues and external service providers.
- Time management: able to prioritise workloads and manage multiple tasks.
- Ability to use Microsoft Office applications and a Housing Management system.
- Car driver – full clean driving licence and use of own car.
- Able to carry out property visits across the designated area.