



Job Description

Housing Officer

Overall Purpose:

To work as part of the Housing and Support team to provide a first class service for all tenants and customers; enabling Tai Ceredigion to meet its business objectives, and the needs of all internal users and other stakeholders.

The post is based at Tai Ceredigion's busy Aberystwyth and Lampeter Offices and involves delivering excellent, comprehensive and proactive housing and neighbourhood management services to tenants, with a high level of presence and visibility on our estates, working in partnership with a range of stakeholders to minimise rent arrears and maximise welfare benefits whilst taking a pro-active approach to the delivery of a tenant-focussed service that responds to the aspirations of the residents within available resources.

Key Responsibilities – Estate Management:

- To be responsible for the comprehensive housing management of Tai Ceredigion's housing stock, including planned visits to new tenants to offer advice and assistance. Regular planned visits to estates, dealing with nuisance and antisocial behaviour, change of tenancy and vacant property, adaptations for the disabled, disrepair problems and tenant details for the alarm systems.
- To take a proactive role in investigative and routine visits to Tai Ceredigion's properties and estates to ensure compliance with tenancy conditions, housing management policies and Housing Legislation.
- Take the lead front line role in the Associations' voids and lettings processes, receiving notices.
- Monitoring starter tenancies and processing mutual exchange and assignment requests to agreed service standards.
- Carrying out pre void inspections, granting a new tenancy in the shortest possible time.
- Deliver generic tenancy management services which are problem solving, effective and which utilise all available resources to achieve positive outcomes wherever possible.



- The post holder will be required generally to cover designated properties within the county, however Housing Officers will be expected to work together and to assist as necessary to ensure adequate coverage of the County should workload or absence of advisor make it necessary. Housing Officers will also be expected to assist in covering for the Senior Housing Officer in their absence.
- Use all available means to minimise the incidence of anti-social behaviour and deliver action plan targets.
- Make estate walkabouts and area surgeries effective ways of engaging with communities, stakeholders and achieving positive results for tenants and leaseholders.
- Maintain and improve the overall standard on housing estates, taking prompt effective action to deal with issues such as abandoned cars, untidy gardens, fly tipping, graffiti, etc.
- Initiate and respond to ideas to improve the appearance of communal areas on estates, arranging for improvements to be carried out after consultation with residents, the Property Services Team and other agencies.
- Carry out regular inspections of areas owned by the Association to identify any areas or issues that require intervention, taking necessary action to effectively resolve issues and disputes.
- Monitor the cleanliness of communal areas to ensure the work of contractors meets the standards of the specification and the wishes of local residents. Manage estates efficiently and deal with cases where Tenancy Agreement conditions are breached.
- Conform with and implement the Housing and Support Department's Management Policies and targets at all times.
- Assist the Senior Housing Officer to ensure that the administration workload of the Housing Team is carried out effectively.
- Assist in ensuring that the Association is accessible to tenants, provides tenants with suitable advice and information, listening to their opinion and encouraging them to participate in the Associations work.
- Maintain records, write reports following home visits and arrange and attend case meetings as and when required.
- Promote and ensure compliance with the Equality & Diversity Policy, Health and Safety Policy, Lone Working Policy and the Tenant Participation Strategy.



- Work with the Tenant Participation Advisor Team to encourage tenants to engage with the Association and influence service delivery.
- Work closely with Supported Housing colleagues as appropriate to ensure that residents within our Supported Housing Schemes understand their rights and responsibilities and that all breaches of tenancy are resolved effectively.

Key Responsibilities – Rent Arrears / Income Maximisation:

- Lead on income recovery actions, ensuring prompt and appropriate action is taken at all times and in line with the published policies of the Association.
- Work with a range of staff to deliver rent arrears services which are problem solving and utilise all available resources to achieve positive outcomes wherever possible.
- Ensure that tenants receive all the advice, information and support they need to sustain their tenancies either directly or through relevant agencies and, referring tenants to the Tenancy Sustainability where relevant.
- Take a pro-active approach to dealing with rent arrears and be prepared to work outside conventional office hours to achieve results.
- Assist in tracking and minimising former tenant arrears working with appropriate service areas.

Key Responsibilities – Line Management:

- Act as line manager to the Sheltered Scheme Co-ordinators in the relevant management area.
- In conjunction with the Supported Housing Co-ordinator ensure that appropriate cover is maintained at sheltered schemes during periods of leave or sickness.

Key Responsibilities – Performance Management:

- Support the performance management framework and demonstrate commitment to delivering services at upper quartile levels.
- Ensure that at all times the service is customer focussed, and achieves / exceeds key performance targets



Key Responsibilities – Budget Responsibilities:



- Be aware of budgets for the service areas and assist in the delivery of services while obtaining best value. (This will include Supporting People Services).

Key Responsibilities – Service Development:

- Maintain a detailed knowledge of housing and supported housing related issues assisting services to respond in a proactive way.

Key Responsibilities – General:

- Maintain confidentiality of information and files in accordance with Policy.
- Ensure maximum use of information technology systems within the department.
- Demonstrate a commitment to the Equality and Diversity policy ensuring it is fully implemented at all times.
- Act within the organisations rules, policies, procedures, Standing Orders and Financial Regulations.
- Ensure that all correspondence is dealt with promptly.
- To attend internal and external meetings as and when required.
- Carry out other duties appropriate to this post, as necessary or as required.
- To demonstrate and uphold the Tai Ceredigion's values.
- Foster and adopt good working relationships with agencies such as the Police, Local Authority, Statutory and Voluntary bodies and their Clients.

Personal Responsibilities:

To participate and play an active role in the team, in particular to:

- Deliver results in accordance with organisational strategy.
- Demonstrate high quality customer care and service excellence to all customers.
- Communicate effectively and work closely with other staff and customers.



- Assist with the development of existing and implementation of new policies and procedures.
- Have a “can do” attitude, be flexible and respond proactively to customer needs.
- Take a responsibility and be accountable for own work, decisions and performance.



Personal Specification

Housing Officer

All criteria are Essential unless indicated otherwise.

Qualifications:

- Member of CIH, appropriate housing qualification or supported housing qualification **(Desirable)**

Experience:

- Experience of delivering housing management services or public services in the social sector.
- Experience of working effectively with stakeholders in a housing environment, e.g. Supporting People Team.
- Experience of involving tenants / public in service areas.
- Experience of delivering effective service improvement. **(Desirable)**
- Experience of working in a front line customer focussed environment.

Knowledge/Skills

- Good working knowledge of housing law and policy.
- Knowledge of Supported Housing Revenue Grant Conditions and Landlord responsibilities. **(Desirable)**
- Well developed interpersonal skills.
- Knowledge of welfare benefits.
- An understanding of welfare benefits.



Abilities:



- Fluent Welsh speaker (minimum ALTE Level 3 or willing to learn within 2 years).
- Good working knowledge of general office computer packages (Microsoft Office, including spreadsheets, email, Internet and Intranet options etc).
- Good written and oral communication skills in both English and Welsh.
- High standard of numeracy.
- Good problem solving and analytical skills.
- Good organisational and negotiation skills.
- Ability to work under pressure and to deliver performance targets effectively and on time.
- Ability to effectively manage a diverse and demanding workload.
- Ability to produce reports, invoices and monitor budgets.
- Ability to work effectively as part of a team and on own initiative.

Personal Qualities:

- Willingness to travel internally within Ceredigion and outside as required using own vehicle.
- Ability to present self in a professional manner.
- Ability to work flexibly out of office hours (if required) in order to meet the needs of the post.
- Good general health and sickness record.

Other:

- Demonstrate respect to people within the environment of their own homes.
- Ability to initiate work and provide a constructive, problem solving approach to tasks.
- A flexible, organised and positive attitude.



- Commitment to a service where the customer is central.



TAI CANOLBARTH CYMRU
MID-WALES HOUSING

Yn barod amdani Equal to the challenge

- Acceptance of a commitment to Tai Ceredigion's core values and its policies.

- Commitment to lifelong learning and continuous professional development.
- Full driving licence.
- Daily use of a vehicle.
- Able to attend out of hours meetings and travel.
- Commitment to equality and diversity.