



# ROLE **PROFILE**

**JOB TITLE:** Housing Officer

**REPORTING TO:** Senior Housing Officer

**TEAM:** Housing Managed Contract (Housing)

## **JOB OVERVIEW**

To work as part of an integrated Neighbourhood Team, you will be responsible for delivering a high-quality customer focused housing and neighbourhood management service helping to create great places for people to live and work. You will achieve key performance targets and ensure delivery of our Vision for “Improved Lives” and 4 Values of Passion, Openness, Respect and Trust.

Through effective partnership working with residents, Elected Members, stakeholders, voluntary groups, and partners, you will help to develop community initiatives for the benefit of the neighbourhood.

## **ABOUT FORHOUSING AND THIS ROLE**



**Respect**



**Trust**



**Openness**



**Passion**

With tenants at the core of everything we do our values shine through and drive our behaviour.

## **ABOUT FORHOUSING**

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.



Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

## ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- Delivering a high-quality neighbourhood management service including tenancy, void and estate management, helping to create successful and resilient neighbourhoods, whilst ensuring that targets set within the Performance Management Framework are achieved.
- Taking a proactive approach to resolving anti-social behaviour, tenant and neighbourhood disputes, through methods of early intervention, partnership working and enforcement action, where necessary.
- Providing a customer focused allocations and lettings service to customers including property inspections, accompanied viewings, tenancy sign ups and post tenancy visits.
- Carrying out regular neighbourhood inspections to help identify environmental and other problems and ensure appropriate action is taken to improve the neighbourhood.
- Proactively supporting and encouraging residents to get involved in Neighbourhood Inspections and Action Group meetings.
- Working collaboratively and supportively with other colleagues to ensure a co-ordinated and joined up responsive neighbourhood service is delivered to customers and identify best practice, which helps to support continuous improvement.
- Working in partnership with residents, Elected Members, community or voluntary group and other partners to actively encourage and develop community development initiatives which benefit customers and support local regeneration activity.
- Working proactively by supporting and responding to issues relating to domestic abuse and safeguarding children and vulnerable adults. This includes helping to make sure that appropriate support is provided to vulnerable people.
- Developing and maintaining an adequate level of knowledge of operational procedures, legislation, policy and practice in all job functions. Have a comprehensive knowledge of clients, tenants and residents in the defined area and to use this knowledge positively to deliver the ForHousing Housing Management contract Offer.
- Participating and contributing to the delivery and implementation of development, new build and re-investment programmes within the neighbourhood.
- Providing a first-class customer experience by taking ownerships of issues and proactively looking for solutions when issues or complaints arise.
- Reporting comprehensively and regularly on all aspects of work for which the post holder is responsible as requested by the Housing Manager.



## WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time you'll seek best value for money in every part of the job
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity and inclusion policies, to help make sure we deliver a person focused service
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential
- From time to time you may need to undertake other tasks commensurate with your role.

**Person Specification:**  
**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>• Working towards recognised housing qualification – desirable</li> <li>• Educated to GCSE / NVQ level or equivalent</li> <li>• Knowledge of relevant housing legislation</li> </ul>	AF/I AF/I AF/I
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>• Experience of working in social housing</li> <li>• Experience of writing and presenting reports</li> <li>• Demonstrate strong negotiating and influencing skills</li> <li>• Working knowledge of IT Housing Systems</li> <li>• Ability to establish effective and productive relationships</li> <li>• Experience of dealing with customers and delivering services to a wide customer profile</li> </ul>	AF/I AF/I AF/I AF/I AF/I AF/I





<p>Skills and abilities</p>	<ul style="list-style-type: none"> <li>• Understanding of housing management in the social sector</li> <li>• Highly developed organisational, communication, decision-making and workload management skills</li> <li>• Sound understanding of Welfare Reform, the impact on customers and communities and practical steps to mitigate this</li> <li>• Ability to communicate effectively both verbally and in writing and to tailor communication accordingly to a range of audiences and circumstances</li> <li>• Ability to work equally effectively as part of a team or on own initiative</li> <li>• Ability to identify problems or issues, adopt appropriate and, if needed, innovative solutions and implement changes through to a positive outcome.</li> <li>• Ability to consistently achieve targets and deliver excellent customer service in a rapidly changing environment</li> <li>• Ability to respond effectively to queries and problem solving</li> <li>• Ability to demonstrate a methodical approach</li> <li>• Display the resilience and emotional intelligence to be able to cope with difficult situations and handle them well, demonstrating understanding and empathy when required</li> <li>• Ability to analyse and interpret customer insight and intelligence to make informed and balanced service delivery decisions.</li> <li>• Confidence to assess and take calculated risks</li> </ul>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p>Personal qualities</p>	<ul style="list-style-type: none"> <li>• Display a passionate, 'can do' attitude and approach, taking responsibility to tackle issues and employ appropriate solutions to get things done</li> <li>• Be fully committed to delivering the best customer experience possible, demonstrating passion and a caring approach to enhancing the quality of lives of residents and improving communities</li> <li>• Make a positive contribution to the team culture and inspire and gain the confidence of others through displaying an inclusive approach to work</li> <li>• Be self-aware, honest and critically reflective with a desire to keep learning and improving</li> <li>• Adopt a dynamic approach to connecting experiences on the ground with the bigger picture</li> <li>• Be fully committed to equality and diversity</li> <li>• Have a high degree of self-motivation, initiative, flexibility and responsiveness</li> <li>• Works with confidence resilience and integrity</li> </ul>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p>Other</p>	<ul style="list-style-type: none"> <li>• An understanding of the competitive business environment in which ForHousing operates</li> <li>• Commitment to work outside of normal office hours</li> <li>• Current driving licence and vehicle available for daily use</li> </ul>	<p>AF/I</p> <p>AF/I</p> <p>AF/QC</p>

