

Job Description

Job Title	Housing Officer	Department	Care and Support
Grade (if applicable)	E2	Location	Hull Extra Care

Job Purpose

The Housing Officer is responsible for providing a customer focused housing service provision across Hull Extra Care schemes, delivering a day to day housing management service.

Accountabilities or “What You Have to Do”

- Ensuring occupancy targets are met, through lettings and refurbishments of properties.
- Meeting rent collection and arrears targets.
- Providing practical support and information to clients when entering the service and throughout their involvement with the service, e.g., assisting clients in the completion of occupancy agreements and welfare benefit claims and liaison with benefit agencies.
- Adhering and assisting in the management of the schemes allocations procedure
- Monitoring and meeting relevant health and safety standards in properties.
- Carrying out day-to-day administration duties.
- Assisting in the monitoring of service contracts.
- Monitoring the delivery of reactive repairs across the properties within schemes in the cluster is of a high standard and cost effective.
- Monitoring the schemes meet planned maintenance programmes and that on-site delivery is well managed and in line with customer requirements.
- Delivering high standards of housing management and ensuring that the service is meeting best practice.
- Promote and encourage a high level of client involvement, consultation and communication.
- Delivering a high standard reception service across all services/ properties.
- Undertaking day-to-day housing management duties, including the maintenance of high standards of cleanliness within services, preparation of rooms and site inspections.
- Monitoring and reducing issues of anti-social behaviour within services.
- Clearly communicating tenant responsibilities and tenancy compliance.
- Working with colleagues to maintain good links with the local neighbourhood.
- Effectively using appropriate IT systems, including housing management systems, and maintaining professional and timely records.
- To understand your role in the organisation and to be accountable for your contribution to maximise profitability

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- To understand how your job contributes to the overall purpose of the organisation and be accountable for delivering it in the most efficient way
- To understand that your efforts will be customer led and be accountable for positive and tangible outcomes.
- To understand that Riverside is a nationally focused organisation and to be accountable for adhering to the agreed corporate policies and procedures
- Working as part of a multi-disciplinary staff team and meeting the requirements of a rota system, ensuring cover is available across all services
- Actively involved in team meetings and attending regular supervisions.
- Working in line with company policies and procedures and the requirements of funders and stakeholders to ensure effective service delivery.
- Working as part of a team to ensure a high standard housing management service is delivered to customers and partners.
- Working in partnership with other key agencies, both in the statutory and voluntary sectors.
- Using appropriate IT systems and maintain professional and timely records.
- Ability to interpret effectively financial information relating to rents, charges and contracts.
- Ability to produce accurate and timely reports
- Attending appropriate training and development opportunities as required.
- To provide a high quality, customer-orientated service championing
- “Riverside Service Style” practices
- Constantly review work outputs, setting improvement targets and appraising individual performance
- Participate in the work of the Divisional team, encouraging innovation
- Undertake personal development and training as necessary to keep up to date with legal, political, financial and other developments in the fields of housing and customer service
- To ensure compliance with Riverside’s Equality and Diversity policy, in respect of employment and service delivery.
- Ensure that all data is compliant with legislation and policies relating to data quality
- To actively promote Riverside locally.
- Any other relevant duties as required by the designated manager.
- To ensure compliance with Riverside’s safeguarding policies and procedures in every aspect of service delivery.

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Knowledge, Skills and Experience**Essential**

- Experience of working with Vulnerable Client Groups.
- Experience of Housing Management duties.
- Experience of Liaison with Agencies/ Partner Organisations.
- To demonstrate IT Skills to include a basic proficiency in Microsoft Office including Word and Excel as well as a willingness to learn specific IT systems used within Care and Support; and complete relevant IT training where required.

Desirable

- A housing qualification
- A Full, clean driving licence

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Competency Framework

Deliver the Vision
<ul style="list-style-type: none"> Focuses on the company's goals, understands its direction and contributes to its overall success.
Focus on Performance
<ul style="list-style-type: none"> Takes ownership of the performance and development of themselves, supports the development of others.
Strive for Excellence
<ul style="list-style-type: none"> Continually looks for ways to improve the service provided by self, team and the organisation.
Be Commercially Minded
<ul style="list-style-type: none"> Aware of the need to add value to support economic, sustainable growth for the organisation.

Additional Information
<ul style="list-style-type: none"> The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

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