

JOB PROFILE



Job Details

Job Title	Housing Officer	Service Area	Housing Services
Based	RSHA Offices	Report to	Housing Services Manager
Grade	7	Date Completed	May 2017

Job Summary

Operating within a strong performance culture you will be expected to deliver excellent performance results. You will be a visible and familiar face within our communities. You will be empowered to deliver right 'first time' services, offering personalised solutions for your customers and the communities in which they live. You will be instinctively customer focused and have a "find a solution" attitude to ensure that our customers' experience of service remains positive. You will understand the importance of working with partner agencies to achieve great outcomes. You will have a key role in ensuring the outcomes of the Scottish Social Housing Charter are met for our tenants.

Behaviours & Competencies

Our Organisational Competencies

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgment
- Taking personal pride
- A sense of humour

We want our Housing Officers to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do
- Be a good listener
- Excellent communication and interpersonal skills
- Ability to work using own initiative to find solutions
- Self-aware and self-motivated
- Excellent time management skills
- Work under pressure with minimum supervision
- Computer literate, with knowledge of PC based and mobile IT systems and solutions
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent the Association in a positive and effective manner
- Take responsibility for managing excellent performance results
- Ability to participate within and across various teams
- Take personal pride in getting the job done
- Use professional judgment to achieve creative solutions and deliver great outcomes for customers
- Flexibility and a willingness to respond to the dynamic and changing needs of our organisation

Person Specification

Knowledge

Essential

- Our Officers must demonstrate the behaviours and competencies identified above.
- Extensive knowledge of housing legislation and regulation
- Knowledge of housing benefit and welfare reform

Experience

Essential

- Experience in all key aspects of housing management – rent arrears, void management, allocations, tenancy management and dealing with anti-social behavior.
- Track record of achievement in delivering front line housing management services and achieving individual and team objectives
- Record of successful customer engagement

Desirable

- Identifying, reporting and organising repairs.
- Liaising with other agencies/community organisations to solve problems & improve local conditions / services.

Skills

Essential

- Report writing
- Policy & procedure writing
- Able to deal sensitively but assertively with difficult tenancy issues
- Performance analysis and bench-marking
- Proficient in the use of Microsoft Office systems

Desirable

- Use of SDM housing software

Education and Qualifications

Essential

- Educated to Higher level or equivalent
- A professional housing qualification (Minimum - CIH Level 3 Certificate in Housing Practice)

Desirable

- Educated to degree level in a relevant area of study.

Job Outputs

Role output

Deliver a comprehensive range of housing services

Includes the requirement to:

- Be effective, efficient and proactive in managing:
- Rent and service charge collection and all related debt recovery
 - Housing benefit/ universal credit support
 - Allocations
 - Housing options and advice
 - Void management and turnaround
 - Letting, including furniture options where required
 - Tenant liaison for investment delivery
 - Anti-social behaviour
 - Tenancy enforcement
 - Community development/ capacity building
 - Neighbourhood management
 - Adaptations

Well maintained, attractive and vibrant communities	<ul style="list-style-type: none"> • Identify and report local repairs, void relets requirements and maintenance issues within our properties and communities • Provide service feedback to the Asset Management team to support effective contract management of suppliers • Support the Asset Management team with the development of the rolling 3-year investment programme and annual investment delivery programme for the area • Manage all customer interaction on response, planned maintenance, compliance & investment delivery • Play an active role in liaising with statutory agencies/ contractors to ensure that environmental standards are maintained • Identify funding solutions for environmental activity, including access to public and other funding
Corporate/ Community Governance	<ul style="list-style-type: none"> • Attending Board meetings to present reports as required • Attend local community activities/ meetings where required • Support and develop tenant and resident groups, attending meetings when required (These may be out with normal office hours) • Own and keep up to date all required policies and procurements for your area of business observing regulatory and legal requirements and best practice
Ensure Compliance with professional, regulatory, statutory and corporate requirements	<ul style="list-style-type: none"> • Ensure compliance with tenancy conditions by tenants • Ensure access to customers' homes for inspections, repairs, gas servicing including legal enforcement where required • Comply with and implement all legislation and all our policies and procedures. • Act ethically and with integrity, taking account of the employee code of conduct
Other	<ul style="list-style-type: none"> • Such other relevant duties as may be determined from time to time
Interdependencies	
<ul style="list-style-type: none"> • Tenants & other customers • Housing Services Manager • Asset Management colleagues • Finance colleagues • Management and Sub Committees • Partner agencies • Contractors 	