

Housing Officer – Job Description

Line manager: Housing Manager

Direct reports: None

Purpose of role:

Deliver an exceptional housing management service to a patch of residents by working in conjunction with Estate Services Officers and Sheltered Scheme Managers through a strong focus on performance, customer service and resident involvement.

Work with colleagues across departments to deliver the Women's Pioneer Vision of "Making a difference to women's lives" in line with our Corporate Plan.

Key relationships

Internal; Other operational staff within WPH particularly within Property and Estate Services and Finance teams.

External; All WPH tenants and leaseholders, local authority staff and voluntary agencies.

Key responsibilities

Service delivery

1. Deliver high quality housing management services (including allocations, tenancy management, anti-social behaviour, income management and tenant welfare)
2. Be the lead contact for your patch, working closely with Estate Services Officers and staff across teams to ensure consistently high levels of customer satisfaction
3. Build positive relationships with residents, through effective and proactive two-way communication and ensuring that residents' views and feedback help continuously improve WPH homes and services.
4. Support residents' independence and well-being and potential to sustain tenancies e.g. by enabling tenants to access support services where necessary, including welfare benefits advice.
5. Deliver WPH Corporate Plan including the WPH Resident Engagement Strategy, working closely with other colleagues and teams.

Performance management

1. Maximise rent collection and minimise arrears to targets guided by WPH arrears policy and procedure and utilising our support offer. Work closely with Finance staff to minimise any delay in payments of rent or HB/UC on to tenant accounts.
2. Maximise income and minimise void loss guided by WPH policies and procedures and meeting set targets, including end of tenancy visits and new lettings.

3. Minimise the risk to the organisation and individual residents of the impact of welfare reform by taking a pre-emptive approach to Universal Credit.
4. Manage to successful conclusion anti-social behaviour cases by responding to and managing reports of ASB ensuring excellent communication at all stages.
5. Effectively manage best use and legal use of WPH stock by responding to and investigating reports of sub-letting.
6. Support residents to live in suitable homes by assessing housing need, suitability and eligibility of prospective tenants of WPH as well as advising and assisting current tenants on rehousing opportunities including transfers and mutual exchanges.
7. Maintain properties to a high standard by working closely with repairs and estate-based staff on your patch.
8. Ensure starter tenancies are successfully completed by excellent tenancy management and support provision.
9. Identify and support residents, particularly vulnerable residents, to maintain their tenancies by working with the Housing Inclusion Manager and other specialist agencies.
10. Successfully gather resident feedback to inform our services through promotion of our engagement offer, attending focus groups, attending resident meetings and looking for feedback in everyday interactions. Use this feedback to help improve your own and others' performance and to improve WPH policies and procedures.

Resource management

1. Ensure the effective management of WPH resource e.g. by
 - Supporting activity to improve efficiency
 - Ensuring all payments meet WPH rules and procedures
 - Maximising rent and service charge income e.g. by providing payment options for tenants.
2. Take ownership and drive professional development by identifying and supporting your own and colleague's learning and development, with the support of your line manager.

Staff and team working

This role does not include line management but does require achieving outcomes through others including peers and teamwork across departments.

Work at all times in accordance with WPH values and our Equality and Diversity policy.

Compliance

Take full responsibility for own compliance with WPH rules and procedures e.g. re finance, operational approval, GDPR.

Additional information

These are your main areas of responsibility but you may be required to perform other duties as we may reasonably require from time to time.

There will be occasions when you are required to attend meetings outside of the usual working hours (9.30am-5.30pm) and to carry out work in a lone working environment.

Housing Officer – Person Specification

Knowledge and experience

1. Experience of delivering high quality customer service
2. Knowledge of women's housing issues, particularly in London
3. Experience of solving complex problems

Skills and abilities

1. Exceptional customer service skills, including remaining calm during difficult conversations and being empathetic.
2. Ability to work flexibly and respond quickly to changing demands, while meeting deadlines.
3. Excellent verbal and written communication skills.
4. Good numerical skills including ability to manage and calculate rent balances and service charges.
5. Ability to build positive relationships with residents and to involve them in service delivery.
6. Commitment to and ability to work effectively with colleagues and external partners to ensure a quality service.
7. Commitment to and ability to deal robustly with difficult issues and achieve positive outcomes for WPH and residents.
8. Excellent level of IT skills and experience of CRM databases.
9. Good administration, organisation and planning skills to effectively manage a highly varied workload.

Personal attributes

1. Has a 'can-do' proactive approach to service delivery, willing to go the extra mile.
2. Has empathy with the needs of customers.
3. Ability and drive to meet set targets and standards.
4. Confident, with a results driven approach.
5. Able to rely upon own judgement and knows when to seek further assistance.
6. Open to learning and development for self.
7. Understands and able to implement WPH policy on equality and diversity in all areas of work.
8. Understanding of and passionate about women's housing issues