



WOMEN'S PIONEER HOUSING

Post title: Housing Officer
Salary: £30,000
Hours: Full time 35 hours per Week
Place of work 227 Wood Lane London W12 0EX
Closing date 31 January 2022

Women's Pioneer Housing has a rich history of housing women for over 100 years. Our vision is to make a positive difference to women's lives. Our mission is to provide homes and services which offer a springboard to independent women to achieve their potential. We aim to influence others to do the same. Our values, co-created with our staff and residents, reflect both our history and our future: Positivity, Integrity, One team, Never forgetting the customer, Equality, Empowerment and Responsibility.

Our patch-based working approach where frontline staff work as one team helping each other to deliver services and support our residents' independence and well-being mean we deliver high quality services.

We are looking for a full time Housing Officer to manage a patch of around 300 households in West London. This role requires you to work collaboratively with your colleagues in Estate Services, Repairs, Financial Inclusion and Older Women's Housing to provide a resident focused housing management service. This is an exciting and varied role and a rare opportunity to join a specialist organisation championing women's housing issues.

You should have an exceptional record of customer service, empathy, be well organised to enable the coordination of activities within a clear framework and on occasions, to tight deadlines with a capacity to learn and a passion for women's housing issues. We will provide a comprehensive induction with an opportunity to learn, develop and drive your own work.

The Housing Officer has an important role to play in the local area, out visiting residents in their homes, working from our office while also fully enabled to work from home with laptop and mobile phone.

We offer a brilliant benefits package including:

- A generous flexi-time working arrangement
- 26 days annual leave (pro-rata) plus bank holidays
- A generous pension scheme
- Retail portal benefits programme
- Membership with the Chartered Institute of Housing

WPH will eradicate discrimination on the basis of race, religion, gender, gender identity, sexual orientation, disability, pregnancy and maternity, age and marital status. We also recognise that people can be disadvantaged by their social and economic circumstances,

and we work to eliminate discrimination and disadvantage caused by social class. We welcome applicants from all backgrounds.

How to apply:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than two pages;
- A supporting statement explaining why you are interested in this role detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than two pages, please make sure you include examples and expand on your CV
- A completed Diversity Monitoring form.
- **Applications must be received by midnight on Monday 31st January 2022 and sent to info@womenspioneer.co.uk**

Please indicate on your application if you are unable to attend either interview date.

We plan to hold face to face interviews for this role on Monday 7th and Tuesday 8th February 2022.