

Role profile

Job title: Housing Officer

Reports to: Operations Manager

Responsible for: No staff report to this position but you may on occasion be asked to direct the work of temporary staff.

OVERVIEW OF THE ORGANISATION

Lambeth and Southwark Housing Association (LSHA) is committed to providing responsive, consistent, high quality housing services. The Association promotes and supports the security, rights and well-being of its diverse group of tenants and seeks to ensure active and meaningful tenant involvement at all levels.

OVERVIEW OF THE ROLE

As a generic Housing officer, you will deliver high-quality housing and tenancy management services. You will maintain a highly visible and accessible customer-focused service to residents and effectively implement resident involvement initiatives. You will maximize income through effective rent arrears and void management processes and ensure communal areas are maintained in line with service standards and contracted specifications.

OUR VALUES

Our values are central to how we work:

ACCOUNTABILITY

We are open and transparent and work collaboratively taking both personal and collective ownership for delivering actions and results.

CREATIVITY

We embrace innovation and new ideas to help us achieve excellence. We are ambitious for our association.

CUSTOMER DRIVEN

We know our residents and we listen, consult and engage with them to ensure they are at the heart of everything we do and feel empowered to lead the best lives they can.

OWNERSHIP

We 'do the right thing' for our customers and colleagues. When taking difficult actions, we are balanced, thoughtful and compassionate.

INCLUSIVE

We celebrate and draw strength from our differences. We build mutually beneficial long-term relationships and respect with our customers, staff and other stakeholders.

DUTIES AND KEY RESPONSIBILITIES

Tenancy Management

1. To advise tenants of their obligations and rights under their tenancy agreement.
2. To liaise effectively with tenants on all matters relating to the conduct of their tenancy.
3. To deal appropriately with all cases of anti-social behaviour (ASB), hate crimes, harassment and neighbour disputes.
4. To deal with breaches of the Tenancy Agreement and requests for succession and assignment of tenancies, in line with LSHA's policies and procedures.

Income Management

5. To effectively manage and recover current rent and service charge arrears in line with LSHA policies and procedures.
6. To provide tenants with advice on and assistance with welfare benefit issues, signposting them to other agencies for help where appropriate.
7. To produce monthly arrears reports for the Operations Manager

Legal Action

8. To initiate and pursue legal action to deal with breaches of tenancy.
9. To take effective legal action for rent arrears, including serving the appropriate notices, taking DIY possession action at court, recommending cases for eviction and attending appeal hearings.

Lettings and Allocations

10. To conduct pre-void inspections of properties and ensure that tenants follow the correct procedure for ending their tenancy.
11. To inspect and raise works orders for minor voids prior to letting.
12. To attend joint handover inspections with contractors of those void properties
13. To ensure all properties are promptly let in accordance with policy.

Repairs and Maintenance

14. To raise works orders noted on home and estate visits or reported to you by tenants.
15. To regularly inspect the general repair and condition of communal areas of housing schemes and individual street properties
16. To conduct fire alarm tests and fire door and emergency lighting checks, in line with LSHA's policies and procedures.

Resident Involvement

17. To promote resident involvement opportunities and support and encourage residents in the Association's initiatives, including community investment.
18. To arrange and attend residents' meetings and tenant forums and assist with tenant consultation.
19. To participate in service delivery reviews, co-ordinating resident feedback, researching alternative options, and monitoring and reviewing service delivery standards.
20. To contribute to the content of LSHA's website and newsletters.

Partnership Working

21. To liaise with local and statutory authorities, other housing associations and voluntary agencies as appropriate.
22. To represent the Association at external meetings, as and when required.

General

23. To prepare and provide statistical reports on key performance indicators such as rent arrears, void turnaround times and ASB.
24. To uphold and promote LSHA's vision and values and contribute to the fulfilment of the Business Plan objectives.
25. To comply with the Association's health and safety, equality and diversity, data protection, safeguarding and financial policies and procedures.
26. To undertake other duties as necessary and as directed by a member of the management team which are commensurate with the role.

PERSON SPECIFICATION

We are looking for someone with:

- *Customer service orientation*
An understanding of serving and supporting the Association's tenants to meet their needs.
- *Personal Impact and Influence*
Aware of impact and appropriateness of own personal style. Able to persuade and negotiate with others to achieve desired results.
- *Teamwork and cooperation*
Fosters good professional relationships with tenants, colleagues, contractors, consultants and board members.
- *Planning, Organising and Achieving*
Ability to think ahead, plan, prioritise, schedule activities and monitor outcomes to maintain high levels of productivity.
- *Personal development*
Self motivated and able to contribute to a culture of continuous improvement.
- *Integrity*
Able to maintain appropriate values in all work activities.
- *Computing and IT skills*
Good Microsoft office skills and experience of housing management software.
- *Problem-solving skills*
Able to use problem-solving skills to handle difficult or unexpected situations.
- *Adaptability and flexibility*
Able to adapt to changes in processes and work with new technology and software packages.

You will need:

- To be educated to A level standard or equivalent (Essential).
- At least two years' experience of working in social housing (Essential)
- Up to date knowledge of housing legislation, procedure and practice (E)
- Experience in income maximisation (Desirable)
- Membership of the Chartered Institute of Housing (Desirable)
- A minimum of Level 3 in Housing Studies, or a willingness to work towards it (Essential)