



# HORNSEY HOUSING TRUST

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## **Recruitment Pack**

INFORMATION ON TRUST, JOB DESCRIPTION & PERSON  
SPECIFICATION , DATA PROTECTION CONSENT  
FORM, APPLICATION FORM & EQUAL  
OPPORTUNITIES MONITORING FORM

## **ROLE OF SUPPORT SERVICES OFFICER**

For further information please contact  
Human Resources Department  
Hornsey Housing Trust 62 Mayfield Road London N8 9LP  
Telephone: 0208 3406374

## **Hornsey Housing Trust**

### **ROLE OF SUPPORT SERVICES OFFICER**

Hornsey Housing Trust was formed in 1933 by Margaret Hill, CBE, whose primary objective was to “convert houses for the occupation of more than one family” and to aid ‘old aged pensioners’. Our first acquisition was in Pembroke Road in April of that year. The trust grew rapidly over the first few years. By 1938 – when the trust’s core focus was based around caring for and accommodating old and incapacitated men and women – 41 houses had been acquired and divided into 175 flats, providing affordable accommodation for 416 people.

Today, Hornsey Housing Trust owns and manages 385 properties within the London Borough of Haringey. In 2013 we celebrated our 80th Birthday.

One third of our housing stock is ‘older persons’ housing, consisting of five high quality and relatively modern sheltered housing schemes. The remaining two thirds of our stock are largely general needs housing typically located in large converted Victorian/Edwardian houses. Our homes are situated within the Hornsey, Crouch End, Haringey and Tottenham areas of the London Borough of Haringey.

Our tenants are involved in monitoring our performance, recruiting staff and in decisions about the future. Nearly half of our tenants are from ethnic minority backgrounds, and our staff members speak several different languages so we can be sure everyone’s needs are understood. Much of our stock is already at ‘Decent Homes’ standard and we are working to Decent Homes Plus. We provide a local and responsive maintenance service

Hornsey Housing Trust is recruiting an Income and Support Officer role to work with and support our Housing Support Team and to maximise the income collection and generation for the Trust. This role is a changing role and it will require someone with vision, ambition and inventive style of improving the key functions of the role. It will have some supervision and support functions to guide and support our trainees housing support officers learn and develop their skills in the role. The post holder will require a more developed understanding of its key functions so that experience can be blended with empathy and thoughtfulness.

The successful applicant will be required to provide support to the housing support team and the residents with whom he/she will work. The successful candidate will be expected to work to a high standard which will include a comprehensive and efficient outlook on how our services can grow, develop and become more relevant to our users, stakeholder and clients. He/she will also be required ensure a wide range of services at HHT are well maintained, information is easily accessible and risk issues are dealt with in a well organised and timely manner.

The post holder must have excellent communication and empathy skills appropriate with working in a challenging user/client based service. In addition, it is critical to the values of our organisation that he/she must have the ability to handle confidential information with discretion, tact and have the ability of engaging to the highest standards with a diverse range of internal and external stakeholders, clients and staff members. This is a rewarding, exciting, demanding and busy role that will require excellent time management and prioritisation skills.

# Hornsey Housing Trust

## **APPLICATIONS**

Please forward your CV by email to [admin@hornseyht.co.uk](mailto:admin@hornseyht.co.uk) Alternatively, post to Hornsey Housing Trust 62 Mayfield Road London N8 9LP. 9<sup>th</sup> February 2023 closing date.

Candidates will be shortlisted on the basis of the application form and who meet the criteria set out in the Person Specification. Those who are successful at this stage of the process will be invited to attend an interview.

Unfortunately we are unable to give feedback to those who are not shortlisted; however, we will, if required, provide feedback to those who have attended an interview.

## **JOB DESCRIPTION**

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<b>POSITION:</b>	<b>Support Services Officer</b>
<b>RESPONSIBLE TO:</b>	<b>Housing of Housing / Housing Support Coordinator</b>
<b>SALARY RANGE:</b>	<b>£30,224</b>
<b>PRIMARY LOCATION:</b>	<b>Sheltered Housing Scheme / Secondary – other Properties</b>

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### **1. OBJECTIVES OF THE POST**

To provide efficient and high quality housing support services to colleagues and clients and to ensure that the functions of the post are carried out efficiently, effectively and with professionalism. The ideal candidate will have worked within a fast paced organisation previously, be able to work proactively, must be confident and have excellent communication skills. In terms of personality, you will be engaging and comfortable working alongside a diverse group of people and have both empathy and sensitivity towards the needs of others. The ideal candidate should have good people skills and have the ability to ensure the delivery of an effective high quality service to tenants in both our sheltered housing schemes and to develop and maintain constructive relationships with tenants, carers, partner organisations and service providers, and members of the public from the wider community.

### **2. GENERAL DUTIES AND RESPONSIBILITIES**

- To provide an effective high quality service to tenants in both our sheltered housing schemes and general needs properties
- To provide a main point of contact for tenants and visitors and to give and receive information as necessary for effective performance of the job
- To work as part of a team, maintaining constructive and mutually supportive relationships with colleagues
- To develop and maintain constructive relationships with tenants, carers, partner organisations and service providers, and members of the public from the wider community

## Hornsey Housing Trust

- To oversee the safety and security of the building and surrounds and to identify and report repairs to the common parts, to assist residents with reporting repairs within their accommodation

### 3. KEY TASKS

- Assess the needs of applicants and identify necessary support for tenants by carrying out Assessments and Independent living Support Planning interviews and risk assessments which must be reviewed and updated on a regular basis
- Work with the housing team to deliver a high standard of enhanced housing management and the smooth running of the scheme; communicate tenants, give feedback to relevant managers to identify areas for improvement
- Make referrals to social services and external agencies and liaise with other statutory/voluntary agencies and/or relatives as necessary, having obtained the agreement of the resident to do so
- Participate in care planning/monitoring and case conferences with external agencies, where appropriate
- Liaise with hospitals and other health service agencies as appropriate to ensure that necessary services are organised, prior to resident's discharge
- Act as an advocate for tenants where appropriate
- When on duty, daily contact with all tenants, remaining always alert to their needs and prepared to take action as appropriate
- Give guidance (for example: sign posting, locating information sources etc.) on issues, particularly with regard to problems associated with ageing and ill-health and be aware of individual personalities and needs
- Promote ageing as a positive experience. Work with tenants through support planning to remain independent and work towards achievable goals and outcomes
- Lead on tenant involvement activities for the scheme, encouraging the involvement of tenants in all aspects of service delivery, providing support for formal and informal tenants' groups, and working with tenants to improve the quality of life on their scheme
- Answer/respond promptly to calls made on the care link alarm system and ensure arrangements are made for emergency cover. Deal with sudden illness and death, contacting emergency and support services and informing relatives
- Provide cover for other members of staff during absences and emergencies to enable continued support services to be provided effectively.
- To discuss with the Housing Support Coordinator matters of concern about tenants and where it is considered more extensive care/support is necessary. This would include details of action taken to enlist family support and involvement of other agencies
- Assist tenants in applying for benefits, for example, Housing Benefit/Council Tax Benefit and liaising between the benefit office and tenants where necessary

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- Be aware of Safeguarding vulnerable adults and report any concerns immediately to the Housing Support Coordinator in line with the HHT policy and procedure.

### **4. PROVISION OF HOUSING MANAGEMENT (GENERAL)**

- Use HHT various IT systems to undertake duties as appropriate, ensuring that workload is up to date
- Deal with routine housing management matters, e.g. rent arrears, void management, simple raising of repairs
- Seek advice from the Housing Support Coordinator in relation to more serious breaches of tenancy conditions such as anti-social behaviour
- Give guidance (for example: signposting and locating information sources etc.) on tenants' rights to benefits and services, handle complaints in a positive manner and offer regular feedback to tenants
- Be flexible in your response to the needs of tenants at all times, finding pragmatic ways to provide excellent customer service

### **5. MANAGEMENT OF SCHEME ACTIVITIES**

- Manage the day-to-day running of the scheme, encouraging communal activities and the use of scheme facilities in conjunction with tenants
- Ensure that activities are promoted for all tenants in a range of languages and media as appropriate
- Promote where possible "active ageing" the continued participation of tenants in social economic cultural spiritual and civic affairs
- Ensure choice and the right to privacy are respected
- Monitor the use of buildings and common parts by tenants and visitors
- Monitor scheme security and liaise with the police and local neighbourhood watch.

### **6. BUILDING, GROUNDS AND MANAGEMENT**

- Carry out regular health and safety inspections in accordance with HHT policies and procedures recording any defects and ensuring they are rectified promptly.
- Ensure fire alarms, safety equipment and the call system is checked as specified and faults rectified promptly.
- Be familiar with the location of service control points to be used in the event of an emergency.
- Action routine maintenance/repair items as appropriate and ensure all works are completed properly.

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- Monitor contractors' performance and report any failure to comply with specified service standard and unsatisfactory performance/behaviour to the Housing Services Manager.

### **7. FINANCIAL MATTERS**

- Collect monies due for use of scheme facilities and issue receipts, maintain and be responsible for a petty cash float for small items of expenditure with accurate accounting to the Finance Department
- Processing of invoices using HHT purchase order system.

### **8. OTHER DUTIES**

#### **8.1 GENERAL KNOWLEDGE, EXPERIENCE AND APTITUDE**

- Must be proficient in the Microsoft Office suite of programmes, including competent level in the use of Outlook, Good typing speeds etc.
- To provide cover for other staff members carrying out housing and administrative roles within the Trust as required.
- Experience working in a pressurised environment utilising tact, judgement and discretion in handling internal and external contacts.
- Comply with the Trust's Code of Conduct at all times and to act at all times in a manner that is courteous and polite towards others.
- Experience of working with and sensitively responding to external professionals such as contractors, consultants and service providers.
- The ability to review documents, offer support and information to the line manager in relation to activities of the Trust.
- To assist the HR Manager in supporting learning and development events when required.
- The post holder will be expected to actively promote the Trust's Equality and Diversity policies in all aspects of his/her duties and to act in a manner that upholds the values of good community relations across all the protected characteristics as set out within the Equality Act 2010.
- Comply with the Trust's Health and Safety policy at all times reporting any hazards or accidents to his/her line manager immediately or another appropriate manager.
- To carry out any other duties commensurate with this post.

## **PERSON SPECIFICATION**

### **KNOWLEDGE AND SKILLS**

1	Excellent IT skills and proficient in use of Word, PowerPoint, Excel, and Outlook	E
2	Accurate minute-taking skills	D
3	Able to format documents to a high standard	E
4	Highly numerate and literate	E
5	Good telephone manner	E
6	Excellent interpersonal skills, able to communicate well with a range of people	E
7	Able to set up and maintain information systems	E
8	Able to respect diversity and assist in promoting equality of opportunity	E
9	A good team player	E
10	Excellent time management and organisational skills	E
11	Understanding of office health and safety requirements	D
12	Understanding of DBS requirements	D

### **QUALIFICATIONS**

13	Equivalent to at least 5 GCSE grades A-C	E
14	Formal IT qualification and/or administration	D
15	Under-graduate qualification in Public Administration or other relevant Housing qualification	D

### **EXPERIENCE**

16	Previous experience of working as a Housing Officer or carrying out similar activities	E
17	Experience of using a range of dedicated IT programmes	D
18	General office management experience	E
19	Organising events	D
20	Working with or supporting housing support staff	D
21	Develop and apply work plans and carry out periodic reviews	E
22	Preparing reports, briefing papers and providing information on services or similar experience	E

### **PERSONAL QUALITIES**

23	Able to maintain confidentiality at all times	E
24	To observe the Trust's code of conduct at all times	E
25	Able to work in the evening and at weekends when required	E
26	Actively promote the organisation's equality and diversity policies	E
27	To comply with the organisation's Health and Safety policies	E