



Christian Action Housing Association

Job Title: Housing Officer

Location: Enfield EN3 (Hybrid working)

Salary: £32,000

Hours: 37.5 hours per week

Who we are

Our Association was founded in 1966 by a group of local church groups in response to the desperate need in the local area for affordable rental housing. Christian Action has grown into a vital local provider of accommodation in four North London boroughs. We are a diverse, fun and friendly team whose mission is to provide high quality and affordable support and services to those in housing need.

We are proud to be a local landlord and business, connected to our local community. Across Enfield, Barnet, Haringey and Waltham Forest we provide affordable housing, managing around 1600 homes and we continue to strive to provide more much needed services. We run essential supported living accommodation and services for young people, helping them to achieve independent living and a bright future. We have a number of retirement schemes for older residents, offering peace of mind and an opportunity to remain independent and in their local community.

What makes Christian Action special is our employees. Situated in the heart of Enfield, we have a team of 100 dedicated and knowledgeable professionals who help to deliver excellent and innovative housing and support services. Through our shared values our team brings something extra to this housing association that means we truly offer a local service that makes a difference. In return we offer our employees a chance to develop, to make a difference in their local community and to be part of a supportive team.

Core Responsibilities

- To provide a patch based customer focussed, proactive, comprehensive and high quality housing management service to Christian Action tenants, ensuring an efficient and effective service is provided at all times.
- Ensure the tenants and leaseholders comply with the terms of tenancy / lease in respect of housing and tenancy management and take appropriate action to remedy any breaches.
- To work in partnership with other teams / officers to support and deliver a customer focused involvement and engagement service ensuring customers are able to actively engage, be involved and shape services that the Association delivers as a landlord.
- Be responsible for managing a portfolio of tenancies, working within agreed policies and procedures and utilising all appropriate and available tools to manage tenancies effectively.
- Lead on delivering a programme of neighbourhood, estate and patch/property inspections to ensure they are well maintained and managed, present a safe and secure environment for customers and visitors.
- Identify and report any safeguarding issues in line with our Safeguarding policies
- Investigating all types of Anti-Social Behaviour cases to satisfactory conclusion.
- Deliver services that meet legislation and regulatory requirements and reflect best practice and deliver excellent customer service at all times
- Ensure that KPIs are achieved, with the aim of achieving top quartile benchmarked performance.
- Uphold our values working collaboratively with colleagues across the Association
- The post holder will deliver high levels of satisfaction to council tenants and leaseholders for the managed services.
- Demonstrate the Association commitment to building a diverse and inclusive organisation



Day to day activities / Key Tasks

- Letting empty properties - ensuring properties details are accurate and up to date to enable advertising properties to be undertaken and properties let within designated turnaround time
- Interviewing and reviewing applications for lettings, transfers and mutual exchanges including carrying out affordability checks
- Work closely with the Voids Officer to ensure that all voids are pre-inspected, and managed closely throughout process to re-letting.
- Carrying out monthly estate and health and safety inspections for all estates on the patch with tenant representative, ensuring repairs and health and safety issues are reported and completed.
- Ensuring tenancy audits and new tenant visits are completed and any tenancy enforcement action is taken, followed up and completed where necessary.
- Take action in cases of hoarding, working with other agencies to negotiate and encourage tenants with complex needs and, if necessary, take court action to enforce the tenancy agreement.
- Investigate cases of tenancy fraud, including sub-letting and non-occupation and take appropriate action to recover properties where necessary.
- Dealing with all general tenancy management issues including leaseholder enquiries.
- Monitoring and reviewing service charges to include consultation with residents.
- To ensure the appropriate handling of detailed, sensitive and personal information, taking all necessary precautions to ensure its accuracy, relevance and correct use.
- Ensure cases are recorded on the relevant database and report on progress and outcomes of the caseload.
- Attending stakeholder forums and forging links with local agencies and support services to achieve community links and insight to community issues

What we're offering

- 25 days holiday plus bank holidays (pro rata)
- 25 days holiday
- Health care cashback scheme
- Employee assistance programme including free counselling and legal advice
- A supportive and friendly working environment
- Generous pension scheme

Welcoming to all

Christian Action Housing is a 'Disability Confident Employer', and we are committed to making our recruitment process open and fair, we will work with individuals with a disability to make our roles accessible wherever possible. We welcome and embrace those from all faiths and none. We are an anti-racism organisation and have a zero tolerance on racism and all forms of bigotry.

If this sounds like you, we would love to hear from you! Please send in your CV and supporting statement to hresources@christianaction.org.uk