

# Housing Officer (Generic)

<b>Job Title:</b>	Generic Housing Officer
<b>Salary</b>	£35,521 per annum plus car user allowance of £97.50 per month
<b>Contract Term:</b>	Permanent
<b>Working Hours</b>	Full time 37.5 hrs Mon – Friday 9:00 – 17:30
<b>Reports to:</b>	Housing Services Manager

**Do you want to join a winning team?**

We are looking for a housing professional with a laser focus on customer service and satisfaction.

Are you able to ensure that our ambitions of maintaining top-quartile performance and better, is delivered, and demonstrate that you have the all-round skills, positive attitude, competence, knowledge and experience to move the service forward with drive and customer focus?

As part of the housing management team reporting to the Housing Services Manager and working closely with residents and all internal departments, you will live and breathe the values of Ekaya and ensure that the voice of the customer is heard. This is an exciting time to be joining Ekaya, we have ambitious growth plans and you will need to be comfortable working directly with our customers providing First Class services, and finding solutions when things do go wrong.

A people person, who listens and has empathy. You will build strong relationships with customers, colleagues and stakeholders. You will demonstrate success in working collaboratively with colleagues to improve performance and increase satisfaction. You will be a confident communicator and have excellent interpersonal skills.

We are looking for someone who is an experienced Housing Officer with a positive outlook and a proactive hands-on approach. The ability to develop strong relationships with a broad range of internal and external stakeholders will be key.

We offer an excellent package, to include:

- Competitive salary
- 7% employer pension contribution
- 4 x life insurance
- Employee Assistance Programme
- 25 days holiday plus public holidays, rising to 30 days after five years continuous service
- Health benefits

To Apply send an up-to-date CV no more than 2 pages, with a cover letter including why you would like to work for Ekaya Housing Association to [recruitment@ekaya.co.uk](mailto:recruitment@ekaya.co.uk)

Closing date – Monday 6<sup>th</sup> May 2024

