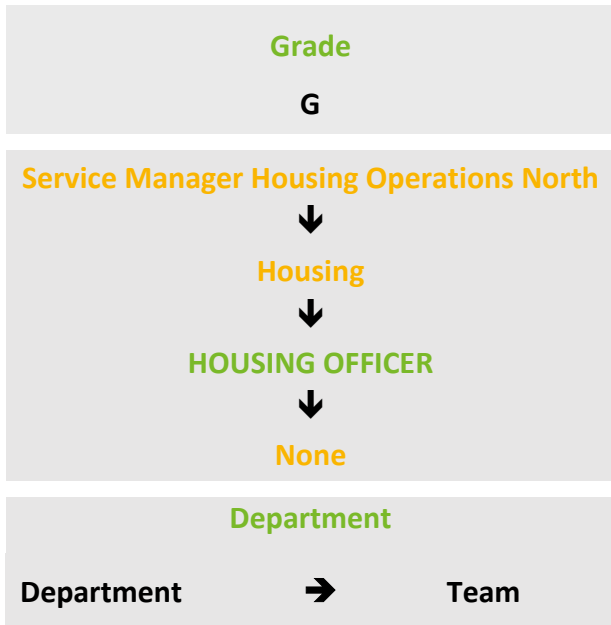


# Housing Officer



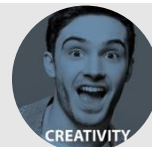
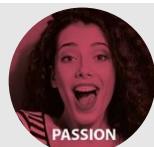
**Role Overview**

Deliver high quality tenancy and neighbourhood management services for residents ensuring key performance objectives are achieved.

## RESPONSIBILITIES

- Carry out lettings and allocations in accordance with procedures to meet key performance indicators and maximise income.
- Work alongside ASB & Legal Officers to ensure that a holistic approach is taken to tenancy breaches where individuals are supported to upkeep tenancy conditions, but action taken where the support breaks down.
- Take appropriate action to tenancy management and leasehold issues to ensure speed of resolution and in line with current legislation and policies and procedures.
- Identify Customers with vulnerabilities and work alongside the tenancy support workers to ensure adequate support is provided in ensuring sustainability of tenancies.
- Identify and participate in local events that are for the benefit of the community.
- Enable and support customer involvement in service delivery and improvement, when appropriate, in line with the Group's strategic approach to ensuring impact and outcomes are maximised and reported effectively.
- Act as a mentor to a Housing Assistant and provide them with support and development.
- Lead on the delivery of efficient and effective estate services and communal areas working with colleagues to effectively manage risk and ensuring compliance requirements and service standards are maintained.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Effectively manage risk, identify, and report any issues/breaches in relation to health & Safety and to actively promote a safe working environment for all.
- Adhere to safeguarding policy and procedure and refer customers at risk to relevant and appropriate agencies / Local Authority (LA).
- Ensure Operational Standing Orders are followed at all times and demonstrate value for money
- Undertake additional duties appropriate to the role and/or grade.

## STRENGTHS

- Excellent customer service skills
- Ability to work in a high performing team, achieving performance targets
- Ability to build and maintain strong working relationships
- Ability to work alone and organise workload accordingly
- Excellent communication skills, both written & verbal
- Strong attention to detail

## ESSENTIAL REQUIREMENTS

- ✓ Knowledge of Microsoft software (eg Word, Excel, PowerPoint)
- ✓ Experience of Housing legislation and tenancy/housing management principles
- ✓ GCSE Maths and English (or equivalent)
- ✓ Ability to travel to multiple locations

## BENEFICIAL TO THE ROLE

- ✓ Knowledge of Housing Management Systems

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