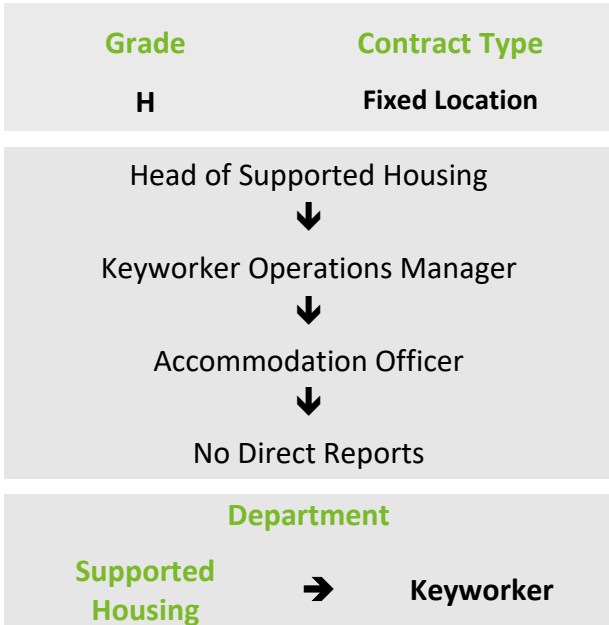


Accommodation Officer



Role Overview

Responsible for the day to day management, including rent services, accounting processes and organising repairs and maintenance for a Your Housing Group NHS Based, Keyworker accommodation scheme.

Contribute towards the effective management of service delivery to the Group’s Keyworker portfolio, ensuring that the key performance indicators are met.

RESPONSIBILITIES

- Perform day to day activities to manage a portfolio of keyworker properties on a scheme including tenancy and void management, property inspections, rent, deposit and service charge collection and organisation of repairs and maintenance ensuring operational targets are met.
- First point of contact for customers and other key stakeholders, in respect of a keyworker scheme.
- Undertake financial management duties in relation to a keyworker scheme including invoice raising and processing, awareness of budgetary provisions (renewals and replacements), management of scheme banking.
- Ensure compliance with relevant statutory legislation, regulatory requirements and contractual obligations, ensuring any risk to the Group is managed effectively.
- Provide management information and performance indicators on key areas such as rent arrears, void control and other property management performance indicators as required.
- Respond to, and take appropriate action, in cases of breaches of tenancy and work closely with colleagues in Your Response and Communities in resolution of such matters.
- Implement service delivery improvement for Keyworker customers, in line with the Group’s approach to continuous improvement.

Our values

Honest & Reliable
We are authentic, open and dependable; and we do what we say we'll do.

Caring
We show kindness and consideration to our customers and each other.

Respectful & Fair
We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

- Build and maintain positive and productive relationships with partners through which we deliver and receive services, in particular NHS Trusts.
- Provide cover for across the Keyworker Portfolio as requested.
- Undertake additional duties appropriate to the role and/or grade

STRENGTHS

Ability to work independently and as part of a team

Ability to produce documents using Microsoft Office applications e.g. Word and Excel

ESSENTIAL REQUIREMENTS

Knowledge of legislation in respect of Statutory compliance issues and housing Management

Experience of day to day property, tenancy and rent account management to multiple occupancy properties together with an understanding of contractual and statutory compliance.

Experience of maintaining positive working relationships with internal/ external stakeholders

GCSE Maths and English (or equivalent).

BENEFICIAL TO THE ROLE

- ✓ Full UK Driving License & use of a vehicle
- ✓ Experience of working with customers in one to one situations

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