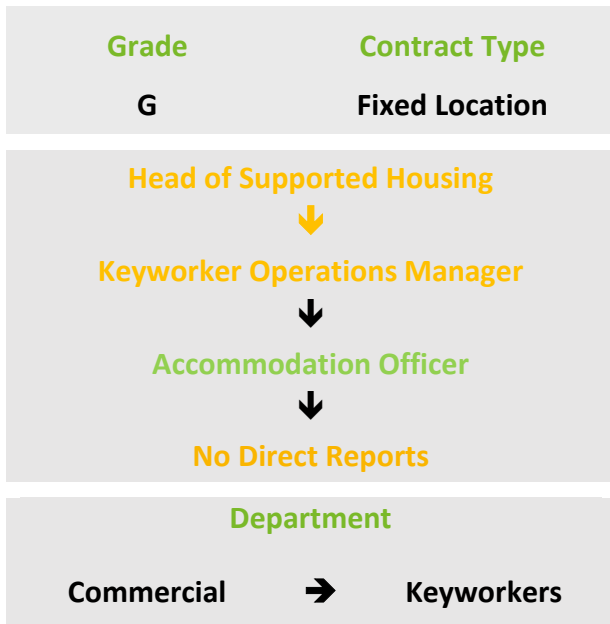


# Accommodation Officer Role Profile



**Role Overview**


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

Contribute towards the effective management of service delivery to the Group’s Keyworker portfolio, ensuring that 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 petty cash and 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.

## 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**

- Implement service delivery improvement for Keyworker Customers, in line with the Group's approach to continuous improvement
- 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)