

JOB DESCRIPTION – HOUSING OFFICER

MAIN DUTIES AND RESPONSIBILITIES

Responsible to the Chief Executive:

1. To provide an efficient, responsive and sensitive housing management service for the Association's customers and those applying to the Association for housing.

Duties will include:-

- (i) Provide contact, advice and guidance to customers within the framework of the tenancy agreement and the relevant Association procedures. This includes the preparation of tenancy agreements, Handbooks and Information Packs for new tenants.
- (ii) Enforcement of tenancy conditions and ensuring the housing estates and stock are maintained in good condition.
- (iii) Dealing with Mutual Exchanges.
- (vi) To deal with enquiries and complaints from tenants and members of the community as well as the general public.
- (v) To liaise with tenants on housing management problems as required.
- (vi) To actively promote and market empty homes in order to undertake the letting of homes within the Associations relevant policies and procedures, to ensure rent loss is kept to a minimum.
- (vii) Contact with Local Authorities on the resolution of nominations for all properties/tenancies. This includes the maintenance of the housing waiting lists.
- (viii) To take appropriate enforcement action to ensure the effective resolution of anti-social behaviour in accordance with the Associations policies and procedures.
- (ix) To liaise with, and give advice to, the Property Services Officer on the prioritisation of day to day repairs required for the proper maintenance and improvement of all properties.

- (x) Prepare quarterly housing management KPI reports.
- (xi) Prepare housing management reports for Board meetings.
- (xii) Produce regular newsletters for residents.
- (xiii) To work with the Chief Executive on resident involvement procedures and plans.
- (xiv) To undertake other duties in general housing management as instructed by the Chief Executive and within the post holder's experience and expertise.

2. To assist the Office Manager in all aspects of control and recovery of rent arrears.

Duties will include:-

- (I) Interviewing tenants in their home or in the office.
- (ii) To reach agreements to reduce rent arrears.
- (iii) To complete reports of all interviews carried out with tenants.
- (iv) To recommend action to the Office Manager in respect of Notices of Seeking Possession, Court action and other legal remedies.
- (v) To issue Notices of Seeking Possession where appropriate.
- (vi) To seek agreement with tenants prior to County Court hearings.
- (vii) To deal with correspondence, telephone etc.

3. To carry out administrative and other office functions:

Duties will include:-

- (i) General reception duties.
- (ii) Recording of incoming and outgoing mail.
- (iii) Monitoring stationery levels and placing the necessary stationery orders.
- (iv) Accept cash and cheque payments in accordance with the Associations policies and procedures.
- (v) To organise events including annual dinner, launch of new developments and staff training days.
- (vi) Arrange and participate in internal and external training schemes as appropriate.
- (vii) Take such steps as are reasonably practical to ensure the health & safety of him/herself and others affected by his/her work.
- (viii) Any other duties that may be required within the post holder's capability or as temporary cover during staff leave or sickness.