

## Job Role Profile

<b>Role title: Tenancy Housing Officer</b>  <b>Grade level: Officer</b>	<b>Direct reports: None</b>  <b>Department: Housing Services</b>  <b>Location: The People's Place, Stratford</b>
<p><b>Purpose of role:</b></p> <p>The objectives of this post are:</p> <ol style="list-style-type: none"> <li>1. To provide a high standard of housing management performing the full range of housing management duties.</li> <li>2. To ensure that residents are provided with reliable services.</li> <li>3. To assist with resident consultation and promote tenant participation.</li> </ol>	
<p><b>Working relationships</b></p> <p><b>Responsible to:</b></p> <ul style="list-style-type: none"> <li>• Head of Housing</li> </ul> <p><b>Responsible for:</b></p> <ul style="list-style-type: none"> <li>• Allocated patch to deliver housing management services</li> </ul> <p><b>Authority Limits:</b></p> <ul style="list-style-type: none"> <li>• Day to day decision making in relation to the post</li> <li>• Financial limits in accordance with delegated authorities</li> </ul>	<p><b>Key Work Relationships</b></p> <p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>• All colleagues</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>• Residents</li> <li>• Contractors</li> <li>• National Housing Federation</li> <li>• Regulatory Bodies</li> <li>• BME London and National Members</li> <li>• Third party expert advisors</li> <li>• Third party suppliers and partners</li> </ul>

## Role expectations and responsibilities that contribute to the successful delivery of our Corporate Strategy

### Core tasks and responsibilities

#### Housing Management

- Assist in the delivery of the housing management service and programme as required.
- Ensure that the association's housing management policies and procedures are adhered to.
- Provide a range of services and advice to residents and others in housing need.
- Liaise with a wide range of statutory and voluntary agencies in delivering the housing management service.
- To act as mediator in all cases of resident disputes.
- To take relevant enforcement action where there are breaches of tenancy agreements and covenants on noise or nuisance to neighbours.
- To implement the association's policy on neighbour disputes and racial harassment.
- Aim to identify new opportunities for service development and business growth.
- Visit residents and estates in general to investigate and resolve various breaches of tenancy conditions and to ensure that satisfactory resolutions are achieved.
- Undertake property inspections and interview applicants and residents at the office and in their homes to implement the association's allocations and lettings policy and void management policy and procedure.

#### Lettings

- To be responsible for the lettings and allocation process, ensuring properties are let as soon as possible and in all cases within agreed target times.

- To carry out home visits to persons on the waiting list or those nominated or referred for permanent housing.
- To advise residents of the association's policies on transfers and mutual exchanges and to process transfers and mutual exchanges in line with ARHAG's policies.
- To complete and send CORE returns, maintain appropriate records and information for performance indicators on allocations, lettings, transfers and mutual exchanges.
- To maintain liaison with the nominations sections of local authorities in respect of nomination rights and quotas.
- To show properties on offer to potential tenants and sign-up tenancy agreements in line with the association's procedure.

### Voids Management

- To take all necessary measures to ensure that empty properties are not squatted.
- To ensure that void properties are brought back into use as soon as possible by arranging necessary re-let works.
- Minimise voids loss and optimise rental income.
- Undertake property inspections and interview applicants and residents at the office and in their homes to implement the association's allocations policy and void control policy and procedure.

### Services

- To organise the provision of communal and grounds maintenance services to residents.
- To carry out regular estate inspections, in partnership with residents where possible, to ensure that service contractors are working to agreed service standards in line with the service specification.
- To work with service contractors to resolve any issues that may arise.

## Resident Involvement

- Attend residents' association meetings and other customer attended meetings e.g. service improvement panel, tenant forum, etc., as required.
- Assist Head of Housing in delivering the association's Resident Involvement Strategy.
- Contribute to the residents' and local newsletter.
- To assist in the implementation of the associations Resident Engagement strategy and Policy.
- Maximise resident engagement in service delivery and in specification choices for individual projects (which should reflect individual requirements wherever possible).
- Keep residents' groups and individual residents regularly informed on contract progress overall and of individual properties.
- Ensure consistent and effective consultation with residents and other customers.
- Ensure that residents and other customers are involved in the decision-making process.

## Repairs

- To report any repair requirements received to the maintenance team promptly to ensure repairs can be carried out within our published timescales.
- To assist with receiving handover of new properties and attending snagging and handover meetings as and when required.
- Liaise and work closely with the customer care team to ensure communal repairs are carried out within reasonable timescales.

## Customer Service

- Provide a high level of customer care at all times.
- Adopt a proactive approach to equality and diversity issues.
- To deal with and respond to complaints in accordance with ARHAG's Complaints Policy.
- To respond to residents' queries for information.

## Performance

- Assist in monitoring the association's housing service performance targets to achieve incremental improvement.
- Contribute to timely preparation and presentation of management information, statistical returns and performance indicators.
- To use all the company's business processes, and business tools to ensure the highest performance levels possible.

## General

- To cover other housing management staff and other housing functions as required to meet the exigencies of the service.
- Liaise with a wide range of statutory and voluntary agencies in delivering the housing management service.
- Maintain an awareness of, and implement good practice in relation to, lone working and personal safety.
- To attend internal and external meetings when requested to do so.
- To respond to queries from local authorities and external bodies and supply returns and statistical information as required.

## Corporate

- To contribute to and play an active part in the overall work of the association.
- To implement positively and ensure compliance with the association's policies, procedures, codes of practice and initiatives relating to equality and diversity, customer care, and health and safety.
- To promote and implement the association's Equality and Diversity Policy in all aspects of work and in dealings with outside bodies
- To provide the highest quality services incorporating best standards of practice.
- To work to secure continuous improvement and value for money.
- To promote the association to its customers and other stakeholders.
- To undertake any other duties that may reasonably be required by the Housing Operations Manager or Head of Housing
- Takes ownership and drives to bring value to Arhag and our customers. Creates a positive, outcome focused working environment with stretching business goals.

**Note:** *No job description can be entirely comprehensive and the jobholder will be expected to carry out such other duties as may be required from time to time and are broadly consistent with the job description and status of the post within the organisation. You will be expected to carry out all duties in the context of and in compliance with Arhag's Equal Opportunities and Health & Safety Policies.*

## Key Functional Responsibilities

### *Our values:*

To further our vision and mission we have adopted five corporate values that underpin our aims and objectives:

- Trust
- Respect
- Accountability
- Customer care
- Innovation

Person profile		
Attributes	Essential	Desirable
<b>1. Education and Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE level education or equivalent</li> </ul>	
<b>2. Experience</b>	<ul style="list-style-type: none"> <li>At least two years' experience of Housing Management including customer service duties</li> </ul>	<ul style="list-style-type: none"> <li>Experience of income recovery management including Former Tenant Arrears</li> </ul>
<b>3. Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>Knowledge of relevant housing landlord and tenant legislation and good practice</li> <li>Knowledge of anti-social behaviour management, maintenance and estate management practices.</li> <li>Knowledge of maintenance policies and procedures</li> </ul>	
<b>Qualifications/ professional development</b>	<ul style="list-style-type: none"> <li>Degree level qualification or qualified by experience</li> </ul>	
<b>4. Circumstances</b>	<ul style="list-style-type: none"> <li>Able to work flexibly to meet customer and business needs including evening and working weekends</li> </ul>	