

# JOB DESCRIPTION

Post Title: **Housing Officer**

Responsible To: **Neighbourhood Housing Manager**

Employer: **Hafod Housing Association**

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## **PRINCIPAL DUTIES**

1. To ensure that the obligations of both the Association and its tenants, as set down in the tenancy agreement, are observed.
2. To act as the main point of contact between the Association and its current and prospective customers.
3. To provide high quality housing management service in accordance with the Association's policies, procedures and service standards.
4. To regularly visit the Association's estates, ensuring that site services are maintained to the appropriate standard. This will include liaising with contractors and ensuring monitoring systems are regularly updated
5. To allocate and let properties in accordance with the associations policies and procedures.
6. To carry out home visits to applicants and tenants.
7. To liaise with support providers, when appropriate, to ensure prospective and current tenants' needs are met and the terms of the tenancy can be maintained.
8. To represent the association as appropriate in attending meetings with external/partner organisations.
9. To assist in promoting all forms of tenant participation including providing good quality information, consultation and encouraging involvement as appropriate. This will include liaising with tenants directly and with organised groups.
10. To work with Community Focus colleagues on local community development and regeneration initiatives
11. To attend the handover of any new schemes, upon satisfactory completion, as required.
12. To report any items of disrepair to the Maintenance Section.
13. To respond to correspondence from tenants, the general public and other agencies.

14. To participate in team meetings, bring forward suggestions for improved services, assist in training sessions and working groups, and contribute to tenant information services.

15. To adhere to all policies of the Association.

16. To undertake any other duties which the postholder might reasonably be expected to perform.

**The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the Association**

..... Employee Signature

..... Employee Name

..... Date

..... Signed by the Association

..... Date

| <b>PERSON SPECIFICATION: HOUSING OFFICER</b> |   |   |
|--|---|---|
|  | <b>ESSENTIAL</b>  | <b>DESIRABLE</b>  |
| <b>QUALIFICATIONS</b>                        | Good general standard of education to include: GCSE in English and Mathematics (grade C and above)  | NVQ Level II in Customer Service (or equivalent)<br>HNC/D Housing studies   |
| <b>WORK EXPERIENCE</b>                       | Proven experience in a client service environment.<br><br>Debt recovery.  | Experience in a housing related setting.<br>Experience of client participation in service delivery.<br><br>Some knowledge of housing legislation. |
| <b>SKILLS AND KNOWLEDGE</b>                  | Computer literacy.<br>Word 2003<br>Excel 2003<br>Demonstrable skills in communication including letter/report writing and telephone manner.<br>High level of interpersonal and organisational skills. | Housing Management software packages.<br>Knowledge of legal framework and legal procedures.   |
| <b>SPECIAL APTITUDES</b>                     | Ability to adapt to rapid change.<br>Ability to work under pressure.  |   |
| <b>PERSONAL QUALITIES</b>                    | Capable of working to busy schedules.<br>Professional and flexible attitude to work.<br>Ability to handle difficult situations.<br>A strong team player.<br>Sympathetic attitude towards the client.  | Ability to adapt to rapid change.<br>Stamina.   |
| <b>OTHER REQUIREMENTS</b>                    | Current, full driving licence, plus use of a car.   |   |

## **PAY AND CONDITIONS – HOUSING OFFICER**

1. The salary for this position will be £21,588 per annum.(Fixed Term up to 1 Year – Maternity cover)

A cost of living rise is awarded on 1 January each year which is based on the average index of earnings percentage figure for the preceding August.

2. The hours of work will be **36** per week by agreement with management.

Please note that the Association reserves the right to alter the arrangement of these hours if it is in the best interests of the Association to do so.

3. Your minimum paid holiday entitlement will be **26** days per annum plus bank holidays. In addition to the basic entitlement, staff with more than two years continuous service at the beginning of the leave year will qualify for one additional days' leave for each following complete year of service up to a maximum of ten working days.

4. Employees are entitled to join the Association's company pension scheme with Scottish Widows three months' after joining the Association.

5. You will be required to be in possession of a current valid driving licence and provide your own car. You will be reimbursed for mileage undertaken on the Association's business under the Fixed Profit Car Scheme under which the Association can pay tax-free mileage allowance. For 2008/09 this allowance is 40p per mile for the first 10,000 miles and 25p per mile thereafter.

6. On appointment you will become a member of the Association's group life insurance scheme which entitles your next of kin to receive a sum of money equal to twice annual salary in the event of your death whilst an employee of the Association

**CLOSING DATE FOR APPLICATIONS IS:**

**FRIDAY 29<sup>th</sup> JANUARY 2010**