Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Housing Officer
Service	Adult Social Care, Health & Housing
Team	Housing Management Service
Location	Shute End / Community Based
Reports to	Housing Manager
Worker Style	Community - work is based in the community and at Council offices, with less frequent time at home.
Responsible for	No direct reports. Responsible for housing and tenancy management of general needs accommodation.
Grade	7
Contract Type	Permanent - Full Time
Post number (if known)	To be confirmed

Main Accountabilities	
1.	Deliver a consistent, customer-focused housing management service across all tenure types, managing a reactive caseload in line with legislation, policy and documented procedures. Maintain accurate and timely records of contacts, visits, tenancy audits, investigations and decisions on the Council's housing management systems.
2.	Provide a visible presence on estates and proactively manage homes, blocks and neighbourhoods through settling-in visits, tenancy checks, tenancy audits, wellbeing visits and estate inspections. Identify and act on tenancy breaches, fraud, abandonment, under-occupation, property condition, health and safety concerns and opportunities for estate improvement, referring or escalating matters appropriately.
3.	Manage low and medium-level anti-social behaviour, neighbour disputes, nuisance and other tenancy concerns. Complete proportionate risk assessments and action plans, use appropriate early-intervention and case-management tools, keep residents updated, and

Main Accountabilities	
	refer matters involving higher risk, domestic abuse, hoarding, safeguarding or legal action to specialist services.
4.	Identify vulnerable or at-risk residents and work in partnership with internal teams and external agencies to support tenancy sustainment and achieve appropriate outcomes. This includes safeguarding referrals, decants, access for statutory compliance activity, and liaison with Repairs, Asset Management, Rents, Fraud, ASB, Legal and other relevant services.
5.	Build constructive relationships with residents and partners, encourage resident engagement and consultation, support good neighbour relations, and promote the best use of the Council's housing stock. Complete and regularly refresh all corporate and Housing related mandatory training required to comply with the national Competence and Conduct Standard for Social Housing. Demonstrate a strong commitment to resident safety and wellbeing, listening to residents and putting residents first. Take ownership of issues with residents, colleagues, contractors and stakeholders, providing timely resolution. Learn from complaints, audits and case outcomes, taking action to drive continuous improvement. Promote equality, diversity and inclusion in service delivery and decision making. Work flexibly, including occasional out-of-hours activity where required, and undertake other duties commensurate with the grade as directed by the Housing Manager.
6.	All roles: Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.

Person Specification	Essential	Desirable
Education/Qualifications	• Educated to A-level standard, or able to demonstrate an equivalent level of qualification and relevant experience.	• Chartered Institute of Housing membership, or working towards a relevant housing qualification. • Previous experience within the housing sector.
Experience	• Experience of delivering a customer-focused service and managing a varied caseload. • Experience of dealing constructively with challenging behaviour, distressed customers and complex housing situations. • Experience of working with vulnerable residents and recognising when safeguarding or other protective measures are required. • Experience of working with partners and other organisations to achieve positive outcomes for residents. • Experience of maintaining detailed case records and producing clear written reports.	• Experience of working for a social housing provider. • Experience of mediation or counselling approaches. • Experience of attending court and presenting cases. • Experience of using housing management software. • Experience of multi-agency safeguarding meetings.
Skills/Knowledge	• Knowledge of housing legislation and the ability to apply it correctly to individual circumstances. • Working knowledge of safeguarding practice for adults and children. • Excellent written and verbal communication, interpersonal and report-writing skills.	• Ability to take and prepare effective witness statements. • Knowledge of approaches that support tenancy sustainment, resident engagement and good neighbourhood management.

Person Specification	Essential	Desirable
	• A firm, fair, empathetic and appropriately boundaried approach. • Ability to assess risk, analyse interventions and make proportionate decisions. • Ability to work autonomously, use initiative, prioritise competing demands and meet deadlines. • Ability to work collaboratively within a team and across organisational boundaries. • Proficiency in Microsoft Outlook, Word, Excel and PowerPoint. • Full driving licence and daily access to a vehicle for work purposes. • Able to demonstrate understanding of the national Competence and Conduct Standard for Social Housing and how it applies to this role • Able to learn from complaints, audits and resident feedback and apply the learning to drive continuous improvement	

Purpose Details	
Service Purpose	Deliver a first-class, customer-focused housing management service to the Council's tenants and residents, ensuring homes and neighbourhoods are appropriately maintained and residents are supported to sustain their tenancies through effective delivery of the landlord function.
Role Purpose	Deliver a proactive and customer-focused housing management service, supporting residents to sustain their tenancies and ensuring homes and neighbourhoods are managed to a high standard in accordance with legal and regulatory requirements. The role manages tenancy and estate matters including visits and audits, estate inspections, low and medium-level anti-social behaviour, tenancy fraud concerns, neighbour disputes, safeguarding referrals, resident engagement and signposting.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.

Supervision and Relationships	
Supervision Received	Reports directly to the Housing Manager and works within general management direction, established policies, procedures and professional standards. The postholder exercises initiative and judgement when managing their caseload.
Supervision Given	No formal line-management responsibility. The postholder supports colleagues and wider caseworker teams by sharing housing-management knowledge and good practice.
Contacts	Regular contact with tenants, residents and applicants; Housing Management, Rents, ASB, Repairs, Asset Management, Fraud, Legal, Safeguarding and Customer Services teams; councillors and other Council services; police, health and social care services, support providers, contractors, government bodies, neighbouring authorities and partner

Supervision and Relationships	
	agencies. Contact involves case management, information sharing, safeguarding, statutory compliance, problem solving and service improvement.

Resources/Budget Management
No direct budget-management responsibility. Responsible for the effective use of Council resources, value-for-money decision-making and the appropriate management of allocated cases and systems.

Special Requirements
Ability to travel throughout the borough and to other locations as required, with a full driving licence and daily access to a vehicle. The role includes community-based and lone working, visits to residents' homes and estates, and may require occasional evening or weekend work. A DBS check is required; the appropriate level must be confirmed through the GOV.UK eligibility tool. The post is not identified as politically restricted in the previous job description. **Official Conduct** The Council's Conduct Policy and Housing Competence and Conduct Application Statement and Code of Conduct is enclosed with this contract and it is a requirement that you read this policy. By signing the Acceptance Form you are confirming your understanding of our Conduct Policy and Housing Code of Conduct and acceptance of it.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	No
Working at Height	No
Exposure to Noise (>80-85dB)	No
Confined Spaces	No
Frequent Display Screen Equipment Use	Yes
Driving for Work	Yes
Hand Arm Vibration	No
Lone Working	Yes
Healthcare/Social Contact with Patients	No

Occupational Health Risk Assessment	Details
Blood Borne Viruses Exposure	No
Food Handling	No
Working with Animals	No
Specialised Medical Screening	No
Night Working	No
Safety Critical Work	No

Nature of the Role	Details
Healthcare or Hospital Work	No
Working with Children (under 18)	Yes - contact may arise through tenancy, safeguarding and household casework
Working with Elderly/Vulnerable Adults	Yes
Work Environment Details	Community-based role involving Council offices, estates, communal areas and visits to residents' homes. The role includes lone working, driving between locations and regular display-screen equipment use.

Role Involvement	Details
Working with Children	Yes - incidental/contact through housing casework
Working with Vulnerable Adults	Yes
Both of the Above	Yes
Providing Care/Supervision for Children	No
Providing Care/Supervision for Vulnerable Adults	No

Role Involvement	Details
Both of the Above	No
None of the Above	No

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic DBS check required.

Re-checks
DBS re-checks to be completed in accordance with the Council's safeguarding and recruitment policies and applicable regulatory requirements. Driving licence and business-use motor insurance should be checked in line with Council policy.

Evaluation Declaration	
Date of Evaluation:	To be confirmed
Evaluated by:	To be confirmed
Job Description check for all Housing roles: Please check this wording both when triaging for Job Evaluation and when advertising or issuing the job description. If the specified Housing Competence and Conduct wording is not present, query with the manager whether it should be included before the document is progressed.	