

Housing Officer Job Description

Job title:	Housing Officer
Directorate:	Housing Management
Department:	Tenancy & Estates
Responsible to:	Tenancy & Estates Team Leader
Responsible for:	N/A
Grade:	6
Date Written / Updated:	May 2015

Main Job Purpose:	<ul style="list-style-type: none"> To provide a responsive and customer orientated tenancy management service, predominantly within a defined management “patch” in accordance with NPH’s established policies and procedures.
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MAIN AREAS OF WORK

- To act as primary officer for every tenant on the patch, undertaking daily contact with tenants and their representatives concerning any aspect of Housing management and conditions of tenancy, including property inspections, accompanied viewings, signups and new tenant visits, advice on maximising income, conversion of introductory tenancies to secure tenancies, attendance at evictions, minimising arrears levels.
- Ensure that by investigation, negotiation and enforcement that tenants comply with their conditions of tenancy, particularly with regard to nuisance and anti –social behaviour. Assist in the collection of witness statements and evidence for cases referred to the Tenancy Enforcement Officer.
- To protect the revenue and expenditure stream whilst taking appropriate actions aimed at ensuring tenancy sustainment.
- Ensure all computerised and manual recording systems are updated and maintained on an accurate and timely basis, and that all service requests are responded to within the prescribed timescales.
- To undertake regular inspections of communal areas, garage sites and other open spaces.
- Assist the Tenant Participation team in the development and support of resident associations and where necessary attend meetings of groups.

- Develop and maintain effective relationships with other officers, outside agencies and tenants to ensure that a high quality tenancy management service is delivered.
- To provide as required written reports in relation to issues and events related to the patch.
- Provide cover for other Housing Officers and staff in their absence.
- To undertake any other duties commensurate with the position as designated by the line manager.

KNOWLEDGE, SKILLS & EXPERIENCE

- Basic knowledge of Housing law
- Awareness of Current Housing issues
- Good literacy and numeracy levels
- Dealing with Customers in one to one situations
- Responding to customer enquiries by telephone
- Ability to prioritise work load
- IT Literate/good keyboard skills
- Good written and verbal communication
- Ability to interpret /implement policy, procedure and legislation
- Full Driving Licence
- Good written and verbal communications
- Performance Minded
- Willingness to undertake relevant Training
- Communicates effectively at all levels in a clear, concise and open manner.
- Takes personal responsibility for delivering an excellent service to meet the needs of internal and external customers
- Committed to working with team and partners to achieve common goals and ensure performance at highest level.
- Takes responsibility for own actions, set high standards for personal performance and shows determination to meet goals

GENERAL RESPONSIBILITIES

- To implement and positively promote equal opportunities in service delivery and employment practices.
- To take due responsibility and set an example for the health and safety of yourself and other individuals.

- To undertake training and attend meetings as required and directed by your line manager.
- To ensure compliance with Northampton Partnership Homes' Equality & Diversity policy at all times.
- To take responsibility for managing, monitoring and reducing risk within Northampton Partnership Homes.
- To be committed to delivering a service that is value for money.

VALUES AND ATTITUDE:

Employees of NPH are expected to support delivery of the organisation's mission, vision and values as part of their day to day work.

In return, you will be supported by your Line Manager through supervision and support, listening, training and development and the best resources that we are able to provide to help you give *your best*.

NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, NPH may make any necessary change in job content, or may require the post holder to undertake other duties, at any location in NPH's service relevant the employees remuneration, role, skills and experience.