Housing Officer

Role profile

Department	Care and Support		
Job number	5807/004	**Reports to**	Area Housing Manager
Date effective	Aug 2017	**Salary band**	6

Purpose
To deliver a high quality housing management service to specialist housing tenants/residents achieving performance targets, maximising customer satisfaction and ensuring that all relevant policies and procedures are followed.

Key responsibilities/ deliverables

- Provide a housing management service to include dealing with voids, getting nominations, preparing licence agreement and letting the property. Liaising with service providers where appropriate regarding nomination.
- Assess potential tenant, contribute to the allocation decisions and negotiate appropriate support to minimise risk of tenancy failures.
- Deal appropriately with anti- social behaviour, logging on database, as required and taking necessary enforcement action
- Ensure that IT systems are regularly updated and effective manual record systems are maintained.
- To build relationships and work with both internal and external stakeholders of A2Dominion and attend tenants/residents meetings when required.
- Assist with investigation of customer complaints. Report findings to the Regional Housing Manager (HM & Contracts) to encourage continuous improvement of service.
- To attend and represent A2Dominion at court, external meetings, case conferences, forums and evictions.
- To carry out and monitor regular estate inspections, tenancy audits and ensure accurate records are maintained and actions are taken to deal with issues.

- To participate in the service charge process, obtain information and meet deadlines including checking service charge information from managing agents and pass to housing assistants to raise PO.
- Ensure that the tenancy management objectives and key performance indicators are achieved.

Line management
Direct reports: None Indirect reports: None

Key internal contacts
Care and support teams, Customer Services, Corporate Services, Finance, IT.

Key external contacts
Tenants of A2D, general public, Local Authorities, Advice Agencies, other stakeholders and authorities (e.g County Courts, Police other RPs)

Knowledge, skills and competencies	Essential	Desirable
Qualifications/training		
Educated to GCSE level or equivalent in Maths and English (Grades A*- C)	**A**	
Knowledge and skills		
Experience of working in a customer facing role	**A/I**	
Experience of housing management & arrears collection		**A/I**
Ability to work to specified policies and procedures	**A**	
Ability to provide support to all tenants/residents including those with vulnerabilities	**A/I**	
A2Dominion values		
DRIVE: Deliver, Respond, Innovate, Value Enterprise		
When applying the A2Dominion Behaviours, they should be contextualised to one of three levels:		

1. **Senior Manager - Leading Organisations –** Where the focus is on conducting strategic analysis and providing strategic direction to ensure the future sustainability of the organisation; holding the organisation accountable for the effective delivery of strategy
2. **Manager - Leading Others –** Where the focus is on translating & delivering organisational strategy through self and others in an engaging and leaderful way; ensuring a 'what's possible' mind-set at all times
3. **Staff Level - Leading Self –** Where the focus is on taking responsibility for delivering personal and organisational goals in a socially responsible "can-do' way

Indicate the top three behavioural competencies for interview below

Competency	Essential
Influential	
Future focused	
Engaging	**X**
Resilient	**X**
Performance focused	**X**

This role profile outlines the main responsibilities and requirements of the post. All employees are expected to comply with reasonable management requests to carry out additional or alternative duties.

How we will assess your match to the job:

- A = Application
- T = Testing
- I = Interview
- TS = Telephone Screen