
Job Title Housing Officer

Grade: EVH Grade 7 (PA22-PA25)

Responsible to: Housing Manager

1. **Job Purpose**

To provide an effective housing management service to the Association's customers.

To allocate properties efficiently and effectively.

To maintain high levels of customer satisfaction with the housing service.

2. **Core Duties**

- 2.1 Monitor tenants' rent account records and take appropriate action to recover arrears from current and former tenants.
- 2.2 Report regularly to Housing Manager on the arrears situation and agree appropriate recovery action, both generally and in particular cases.
- 2.3 Assess housing applications and respond to allocation enquiries, interviewing housing applicants and providing appropriate advice and assistance as required.
- 2.4 Liaise with the Local Authority regarding nominations and Section 5 referrals for vacant (void) properties.
- 2.5 Allocate void properties from housing lists in accordance with the Allocations Policy and Procedures.
- 2.6 Interview prospective tenants, investigate and verify information provided on the application form and assess the suitability of the housing applicant for void properties. Provide advice and assistance as appropriate.

- 2.7 Ensure that the overall appearance of each estate is maintained or improved to a high standard by contacting tenants and owner occupiers and ensuring compliance with responsibilities. Regularly inspect gardens, common areas, play areas, lock-up garages, open space / landscaped areas and recommend action to Housing Manager, including legal action where appropriate.
- 2.8 Consult with all appropriate external agencies over any other estate management or related issues such as roads, lighting and cleansing, liaising with other third sector agencies as necessary.
- 2.9 Recommend to the Housing Manager, local priorities for improvement works for planned maintenance.
- 2.10 Assist with information to allow the processing of applications for alterations by the Maintenance Manager.
- 2.11 Carry out annual review of Housing waiting List.
- 2.12 Contribute to improving and maintaining high levels of tenancy sustainment and work with partner agencies and local initiatives to assist tenants
- 2.12 Complete new tenant visits in accordance with policy and procedure.
- 2.13 Work to achieve income maximisation for tenants and assist with the completion of applications and verification of income for benefit claims where appropriate. Liaise with Welfare Rights Officer and as appropriate Local Authority Housing Benefit office, Department for Work & Pensions, concerning benefit applications.
- 2.14 Signpost customers with a range of information and advice on local services and housing-related issues.
- 2.15 Identify management problems or potential management initiatives within your estates and report to the Housing Manager. Make recommendations to the Housing Manager on options for addressing local estate problems or improving estates, liaising with other colleagues as required.
- 2.16 Participate in meetings with Registered Tenant Organisations, other tenants / resident groups and various external agencies as required. Participate as appropriate in new build and regeneration initiatives, dealing with allocations, estate management and other issues as required.

Tollcross Housing Association

Housing Officer Job Specification

- 2.17 Promote membership of the Association and implement Tollcross HA's Customer Engagement Strategy. Be a positive ambassador for customer engagement; being at the heart of all our activities as a landlord.
- 2.18 Engage with our tenant scrutiny panels to ensure the continuous improvement of services provided by the Association to tenants and other customers.
- 2.19 Intervene and attempt to resolve neighbour disputes or any other breaches of tenancy, taking appropriate action in partnership with other agencies as required. Prepare and record comprehensive reports concerning same.
- 2.20 Process applications for landlord consent, including sub-letting, lodgers, assignments of tenancy, successions to tenancy, mutual exchanges, within the law, statutory timescales and in line with relevant policies and procedures.
- 2.21 Correspond on all housing enquiries from customers timeously.
- 2.22 Ensure that all data control documents are completed on time and information on key performance indicators produced upon request. Ensure that tenancy and property information is reviewed and updated as appropriate within computerised and manual systems.
- 2.23 Delegate appropriate duties to Housing Assistants and manage your own workload.
- 2.24 Log, process and or assign customer complaints and expressions of dissatisfaction on SDM database, as appropriate.
- 2.25 To comply with all relevant legislation including the Data Protection Act 1998 and the Association's Equality and Human Rights Policy.
- 2.26 Participate and contribute to ad-hoc working groups, team and departmental meetings as appropriate.
- 2.26 Contribute to improving and maintaining high levels of tenancy sustainment and work with partner agencies and local initiatives to assist tenants with complex issues that could jeopardise their tenancy.
- 2.27 Carry out any other relevant duty as may be determined from time to time by the Housing Manager and Housing Director.
- 2.28 Participate in all health & safety training deemed appropriate and report any non-compliance or concerns in line with the H&S responsibilities.

Person Specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Excellent communication skills • Strong time management and organisational ability • Ability to produce accurate and concise reports • Good computer literacy, e.g. using MS Office packages and data base software 	<ul style="list-style-type: none"> • Diploma in Housing Studies (or working towards)
Experience	<ul style="list-style-type: none"> • Proven track record of working in a housing or similar environment • Experience of achieving targets and working to deadlines • Experience of working as part of an effective team 	<ul style="list-style-type: none"> • Experience of dealing with both difficult and vulnerable groups • Experience and knowledge of dealing with welfare benefit issues, such as universal credit cases • Experience of effective partnership working with other agencies • Experience in using SDM housing management software
Knowledge	<ul style="list-style-type: none"> • Knowledge of Scottish social housing sector and current issues • Basic knowledge of Scottish housing law (e.g. Scottish Secure Tenancy), relevant policies, procedures and systems • Basic knowledge of Scottish Social Housing Charter, good practice and regulatory regime 	<ul style="list-style-type: none"> • Detailed knowledge of general housing issues and legislation • Understanding and knowledge of Glasgow City Council's Homeless Rapid Re-housing Plan
Other	<ul style="list-style-type: none"> • Flexible, hard-working and enthusiastic • Pleasant and courteous manner • Ability to use own initiative • Committed to continuous improvement 	<ul style="list-style-type: none"> • Full driving licence