

**HIGHTOWN HOUSING ASSOCIATION
JOB DESCRIPTION**

JOB TITLE: Housing Officer
DEPARTMENT: Operations
RESPONSIBLE TO: Housing Team Manager
RESPONSIBLE FOR: Not applicable

JOB CONTEXT

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire and Buckinghamshire. We believe everyone should have a home and the support they need, so our aim is to build new homes and to provide excellent housing and support.

We currently manage over 4,700 homes and employ over 600 full and part time staff from our head office in Hemel Hempstead. We have an annual turnover of £48 million and a development programme that will deliver around 300 new affordable homes each year.

Within our care and supported living schemes we work across a diverse range of client groups. These include people with Learning Disabilities (including Autistic Spectrum Disorders), people with Mental Health problems, Young people and adults experiencing Homelessness.

Our aim is to help them develop independent living skills, to be involved in decisions regarding their lives and to participate in their local community.

OVERVIEW

The Housing Officer will be responsible for providing a highly professional customer focused housing management service to Hightown's residents in rented accommodation. In addition to this, they will also specialise in an area of housing management, keeping up to date with legislation, regulatory requirements and best practice in a key area. This may include; Anti-Social Behaviour, Tenancy Fraud, Resident Involvement, Tenancy Sustainment or another area as required.

The duties will include the tenancy management of a patch of properties including; tenancy sign ups, tenancy monitoring and reviews, taking appropriate action on breaches of tenancies, working in conjunction with the Income Recovery team to ensure appropriate action is taken to deal with arrears of rent and charges, allocating and letting properties, and ensuring that tenants are able to become involved in the management of their homes. They will seek to improve the level of service in response to changing resident's demands, regulatory requirements and best practice. Duties will also include the management of a team of administrative staff who are responsible for supporting the Housing team.

KEY RESPONSIBILITIES:

1. To ensure that the reasonable service demands of residents are provided quickly and effectively.
2. To deal promptly with complaints in accordance with Hightown's complaints procedure.

3. To take appropriate action to deal with any breaches of tenancies and other contracts.
4. To ensure that tenancy reviews are carried out in a timely manner.
5. To work with the Income Recovery team in taking appropriate action to deal with rent and charge arrears, including assisting residents with budget planning and reaching agreements to clear arrears, liaising closely with Income Recovery Team, and serving notices.
6. To take appropriate legal action or use other remedies available for dealing with Anti-Social Behaviour or any other tenancy breach, representing Hightown in Court where necessary.
7. To ensure that residents are kept fully informed of changes and developments via meetings, letters, newsletters, notices and personal contact.
8. To ensure that accurate records are kept
9. To work with the Asset Management and Procurement Team to ensure that the appearance of Hightown's properties and estates are maintained to the highest standards through regular inspections.
10. To work with residents to assist them to maintain and improve the environment of their homes.
11. To provide information to tenants and consult with them in accordance with their rights under their tenancy agreement, Access to Information Acts and Data Protection Acts etc.
12. To meet regularly with residents to understand their needs and aspirations and to devise action plans and liaise with relevant agencies to deliver service improvements.
13. To work in partnership with relevant external agencies and to take part in external groups relating to the area of housing officer specialism.
14. To take the lead in a key area of housing management; keeping up to date with legislation, regulatory requirements and best practice in the area of specialism and providing guidance and support to other staff members; and to assist with specific cases or projects relating to that area.
15. To work with the Lettings team to ensure prompt action on all void properties to ensure that they are let as quickly as possible.
16. To issue and explain sign up documents and tenancy agreements and carry out settling in visits for new tenants.
17. To make allocations ensuring that all applications for accommodation are treated fairly and in accordance with Hightown's policy and procedures.

GENERAL

1. To keep abreast of current legislation, regulatory requirements and best practice.
2. To represent Hightown at liaison meetings with local authorities and other agencies as appropriate.
3. To attend meetings and carry out duties outside of normal office hours when necessary for the delivery of the service.
4. To contribute to the development of Hightown's strategy for embracing diversity and ensuring that our service are equally accessible to all.
5. To uphold and promote Hightown's vision and values.
6. To work within Hightown's policies and procedures.
7. To maintain the appropriate level of skills necessary to carry out the duties of the post.
8. To be proactive in seeking improvements in Hightown's service delivery for the benefit of our service users.
9. To ensure value for money in service delivery
10. Any other reasonable duties consistent with the responsibilities of the post, as requested by the Housing Team Manager and Head of Housing.

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and Understanding		
Educated to A Level or equivalent	√	
Educated to degree level or relevant professional qualification		√
Knowledge of landlord and tenant law/homelessness legislation	√	
Awareness of key stakeholders and partners	√	
Skills and Ability		
Computer literate with ability to be self servicing in letter writing	√	
Numerate and accurate with figures	√	
Good communicator both orally and in writing	√	
Able to use own initiative in dealing with a variety of people	√	
Able to communicate with and influence customers and stakeholders	√	
Experience		
Housing management	√	
Managing processes and systems	√	
Day to day decision making in an office environment	√	
Personal Characteristics		
Energetic and resourceful	√	
Good time manager and able to meet targets and deadlines	√	
Able to organise workload effectively	√	
Commitment to the values of Hightown to put our residents first and deliver excellent levels of service.	√	
Take ownership for resolving problems, demonstrating courage and resilience in dealing with difficult situations.	√	
Commitment to Equal Opportunities	√	
Other requirements		
Car owner and qualified driver	√	

