



Document Name:	Job Description: Senior Housing Officer
Document Reference:	
Revision No:	1

POSITION TITLE	Senior Housing Officer
FUNCTIONAL GROUP	Housing
REPORTS TO	Director
DIRECT REPORTS	1

WHY DOES MY ROLE EXIST?
To facilitate the strategic growth of our housing team through active collaboration with our residents, partner agencies and charities. Manage and lead the housing team to deliver an excellent service to our residents.

WHAT AM I ACCOUNTABLE FOR?	HOW WILL I BE MEASURED?
<ul style="list-style-type: none"> <li>▪ Develop quarterly strategy for the areas of responsibility and manages and delivers to the financial targets set</li> <li>▪ Provide effective leadership for the housing team through coaching, leading and performance management.</li> <li>▪ Coach and mentor team to encourage a high-performance culture</li> <li>▪ Fosters a culture of continuous improvement by continuously seeking to improve systems, practices and procedures</li> <li>▪ Build relationships with business partners including, but not limited to Landlords, Local Authorities, Professional Service Providers and Contractors, to understand wider business issues and provide data and reports to meet requirements</li> <li>▪ Work with external supplier partners and internal stakeholders to ensure delivery of services and project timelines in accordance to plan</li> <li>▪ Reviewing and updating tenancy agreements for all services regularly to ensure they are legally compliant</li> <li>▪ Manages budget and costs for the area of responsibility and creates and submits reports as required</li> <li>▪ Maintaining knowledge of the current legislation and housing laws and implement changes where necessary</li> <li>▪ Develop and implement income collection process to reduce rent arrears</li> <li>▪ Ensure all properties are let in a timely manner, meeting targets including conducting referencing and financial checks/assessments according to our application process</li> </ul>	<ul style="list-style-type: none"> <li>▪ Management of direct reports to predefined measures</li> <li>▪ Project plans delivered on time, in full and on budget</li> <li>▪ Timely processing of reports and data entry</li> <li>▪ Completion of tasks within deadlines or pre-determined Service Level Agreements (SLAs)</li> <li>▪ Compliance with legislation and UK standards</li> <li>▪ Positive internal and external stakeholder feedback</li> <li>▪ Team resource management and utilization</li> </ul>



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<ul style="list-style-type: none"> <li>▪ Provide evidence, witness statements and court packs for rent arrears, anti-social behaviour or gas compliance cases which require court action</li> <li>▪ Manage, assess and present data analysis and reporting as requested to show trends and performance against targets</li> <li>▪ Implement initiatives to improve results</li> <li>▪ Manage Anti Social behaviour complaints in a timely manner tackling issues head on with open communication</li> <li>▪ Handling out of hours calls on a rota basis</li> <li>▪ Communicate effectively, accurately and efficiently with all internal and external stakeholders</li> <li>▪ Support in completion of frontline housing operations tasks where required, including sign ups, check outs, void property inspections, occupied property inspections, ASB visits and income collection visits</li> <li>▪ Assist in the management of the portfolio and in recommending alternatives to resolve difficult problems</li> <li>▪ Participate in reviews and recommendations of problems/alternatives to resolve issues</li> <li>▪ Drive continuous improvement in costs and processes to improve efficiencies and service</li> <li>▪ Conduct internal control reviews of work processes and procedures</li> <li>▪ Any other relevant tasks as requested by the business</li> </ul>	
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HOW WILL I DELIVER?
<ul style="list-style-type: none"> <li>▪ Lead, manage and motivate direct reports to reach their full potential in accordance with an agreed and measured plan</li> <li>▪ Work in partnership with the Property Acquisitions and Central Operations team to ensure all repairs, refurbishments, planned maintenance and reactive maintenance are conducted in a timely manner</li> <li>▪ Manage administrative tasks to ensure information is accurately collected, reported and planned, and maintain the relevant data entry in the IT applications</li> <li>▪ Maintain an up-to-date knowledge of market conditions and industry changes that will improve project briefs and delivery</li> <li>▪ Participates in reviews and recommendations of problems/alternatives to resolve issues</li> <li>▪ Manage projects that facilitate the strategic direction of the business and ensure project plans are accurate and follow policies and standards</li> <li>▪ Ensure adequate controls and governance protocols are in place</li> <li>▪ Use a systematic approach to organizing and prioritizing work</li> <li>▪ Maintain control over quality and accuracy by frequently asking questions</li> <li>▪ Solve problems independently and act quickly during ambiguous and unpredictable situations</li> <li>▪ Demand timely and immediate results, operate with a strong sense of urgency</li> </ul>



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- Use verbal communication more often than written communication but back up with written communication where required
- Maintain a flexible “can do” approach that willingly takes on responsibility
- Direct, honest, fair communication from a position of best outcome for the objective

WHO DO I NEED TO PARTNER WITH?
<ul style="list-style-type: none"> <li>▪ External supply partners including, but not limited to, residents, local authorities, professional service providers and contractors</li> <li>▪ Internal partners including, but not limited to property acquisitions, central operations and marketing</li> <li>▪ Other members of the Housing Team</li> </ul>
WHAT KNOWLEDGE AND EXPERIENCE DO I NEED?
<ul style="list-style-type: none"> <li>▪ Experience of working with families living in temporary accommodation</li> <li>▪ Working with families in receipt of housing benefit and universal credit</li> <li>▪ Working knowledge of the benefits system</li> <li>▪ Experience of working with families on social rent permanent accommodation tenancies supporting where possible for maximum tenancy sustainment</li> <li>▪ Proven passion for and delivery of excellent customer service</li> <li>▪ Experience of developing partnerships with support agencies, local authorities and community groups</li> <li>▪ Good understanding of the social, economic and political context in the neighbourhoods and markets in which we operate</li> <li>▪ Experience of working with residents and housing for single households in supported accommodation with general and complex needs</li> <li>▪ Experience of new service implementation desirable</li> <li>▪ Lead and motivate a team to achieve their full potential by setting, running and coaching development of skills and competencies</li> <li>▪ Excel at communication both written and verbal</li> <li>▪ Influence through relationships internal and external</li> <li>▪ Problem solving</li> <li>▪ Time management</li> <li>▪ Teamwork and listening</li> <li>▪ Data analysis and insights in order to discuss findings and recommendations</li> <li>▪ Excel at team and employee engagement and communication</li> <li>▪ Prioritisation of tasks</li> <li>▪ Attention to detail</li> </ul>



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WHAT ARE BEHAVIOURS DO I NEED TO DISPLAY?
<ul style="list-style-type: none"><li>▪ <b>Role model our values:</b><ul style="list-style-type: none"><li>○ <b>Positive Footprint</b></li><li>○ <b>Partnership</b></li><li>○ <b>Focus</b></li><li>○ <b>Innovation</b></li><li>○ <b>Driven</b></li></ul></li></ul> <p>I consistently role model our values, communicate their relevance and importance and visibly integrate them into everyday activities</p> <ul style="list-style-type: none"><li>▪ <b>Always do the right thing</b>, for our team, our clients and our partners</li><li>▪ <b>Set and deliver high standards</b> – I set high performance goals and ensure ongoing measures and personal accountability. I am highly organised and have a systematic approach to organising work</li><li>▪ <b>Competitive</b> – I create a passion to win, proactively confront challenges, am open to new opportunities and take bold action in the face of opposition</li><li>▪ <b>Resilience</b> – I never stop learning and take personal responsibility to improve and develop myself and others</li></ul>