

## CAREY GARDENS CO-OPERATIVE LIMITED

### JOB DESCRIPTION

<b>POST:</b>	Housing Officer
<b>RESPONSIBLE TO:</b>	Housing Co-operative Manager
<b>SALARY GRADE:</b>	P01
<b>HOURS:</b>	35 Hours per Week
<b>OBJECTIVES OF POST:</b>	To provide a high-quality customer focused housing management services to the residents of Carey Gardens Estate and to provide general support to the Housing Co-operative Manager.
<b>RESPONSIBLE FOR:</b>	The postholder will take a proactive and leading role in case managing housing matters such as anti-social behaviour, property condition, safeguarding and tenancy fraud/misuse cases and lease management.

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### Specific tasks and responsibilities

1. To provide assistance in day-to-day management of housing services by delivering a proactive response to resident and leaseholder enquiries; giving advice and information on a wide range of housing matters concerning the Co-operative's interests and general welfare of the residents; and dealing with routine repairs.
2. To act as the main point of local contact with a visible presence on the estate, acting promptly upon requests, queries and complaints from residents referring cases onto Housing Co-operative Manager when appropriate.
3. Responsible under guidance for prioritising own workload and monitoring specific targets and deadlines, to ensure good service provision alongside working effectively with colleagues to meet team objectives and targets.

4. To promote and observe resident engagement ensuring effective communications and encouragement across all aspects of Carey Gardens Co-operative business.
5. Handling of miscellaneous cash collection in cases such as rechargeable work agreements or door entry keys.
6. To conduct home visits as required to undertake occupancy checks, new tenancy visits, Flexible fixed term tenancy reviews and repair inspections as necessary
7. Attend evictions and take appropriate action to protect the Co-operative and Council's interest, as instructed.
8. Responsible for responding to correspondence as applicable, keeping records of such on file. Recording complaints and actions in cases of ASB on the estate and providing performance monitoring information, as requested.
9. Prepares reports as instructed by Housing Co-operative Manager, for submission to internal/external agencies following investigation for insurance purposes, disrepair cases or other management matters.
10. Consult with local authority on routine cases such as management transfer applications, discretionary tenancy applications, unauthorised occupants, and enforcement action as applicable and in accordance with relevant policies and procedures.
11. Remain conversant with current legislation relating to general housing management matters, incorporating changes as they occur, imparting the information to tenants and leaseholders as required.
12. Remains conversant with information technology. Inputs up to date details on the computer system via an online computer terminal. Uses system to retrieve and update records and access relevant information.
13. Visits and reports on dwellings with general repair issues and the same across the estate; takes appropriate follow up action or seeks further guidance when necessary.
14. Responsible for liaison with residents, contractors, and other interested parties in various aspects of routine repair and maintenance cases, delivering general advice and instructions to address such matters.
15. Issues orders for routine repair work in accordance with Council/Co-operative procedures including pre and post inspections. Prepares orders/invoices for authorisation.
16. Consult with manager over residents' complaints concerning repairs. Take appropriate action, make recommendations, and provide reports for the Housing Co-operative Manager as required. Liaise with the

Manager in cases where residents request to carry out any alterations to their home.

17. Visits and report on households with social difficulties, liaising with other agencies such as Social Services and the Police etc. Attends case conferences in connection with such families as directed by the manager.
18. In conjunction with the Housing Co-operative manager, to be responsible for the care and appearance of the estate and amenities, taking appropriate action as necessary, paying particular attention to health and safety.
19. To carry out quarterly Estate and Block inspections, monitoring cleaning, grounds maintenance, repairs and maintenance and other block/estate services to identify improvements and maintain a good quality of the environment and ensuring tenancy/lease conditions are met.
20. To be responsible for taking appropriate action on unlawful parking and abandoned vehicles on the estate.
21. Maintains close liaison with the sheltered housing officers of Carey Gardens sheltered scheme on housing management matters and works in partnership to address matters or provides appropriate advice.
22. To comply with all policies and procedures of Carey Gardens Co-operative and its Equal Opportunity Policies.
23. To be fully aware of and understand your duties and requirements arising from safeguarding responsibilities. To be fully aware of the principles of safeguarding as they apply to Children and vulnerable adults in relation to your work role.
24. To ensure that your manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
25. To promote and engage in multi-agency working by keeping up to date on relevant statutory and voluntary agencies and reporting tools, as well as attending network meetings where required.
26. To attend community meetings and/or events, from time to time, including evenings and occasionally weekends.
27. To undertake any other duties, commensurate with the grading for the post and as required by the Housing Co-operative manager.

*This job description is written in the form used for grading posts. It is not intended to be an exhaustive or final statement of the duties required of any post holder. Any proposal to change the job description will first be the subject of consultation with the post holder, who may seek advice on the matter.*

## **Housing Officer Person Specification**

### **EDUCATION**

1. GCSE pass A to C or equivalent in Maths and English or experience demonstrating competency in the everyday use of Maths and English

### **JOB KNOWLEDGE**

1. Knowledge of the current Legislations relevant to housing estate management, tenancy and leasehold management and health & safety.
2. Understanding of legislation frameworks including court processes and protocol.
3. Knowledge of welfare and benefit systems
4. An understanding of basic repairs and maintenance.
5. An understanding of issues in housing management, health and safety in estate management and the responsibilities of landlords in respect of the impact they have on social wellbeing
6. An understanding of the skills involved in dealing with people in difficult situations.

### **EXPERIENCE**

1. Experience of working with the public in a customer focused role providing support and guidance and resolving queries.
2. Experience of managing casework and following through successfully
3. Experience of working to deadlines and achieving targets
4. Demonstrate experience of working in partnership with multi-agencies, community groups or similar.
5. Experience of using a computer

### **SKILLS AND ABILITIES**

1. Demonstrates ability to work effectively in a team and to build relationships at all levels across a wide range of internal and external partners, agencies, and other relevant organisations.
2. An ability to communicate clearly and effectively at all levels, in writing, face to face and on the telephone.
3. Good organisational and administrative skills.
4. The ability to use own initiative, organise your workload and meet deadlines.
5. Ability to cope with pressure and stressful situations.

## ATTITUDE

1. A commitment to providing a high level of service to tenants and leaseholders.
2. Demonstrates willingness to develop skills, embrace change and provide feedback, for improvement of service delivery
3. A commitment to resident participation and engagement
4. A flexible approach and the ability to work as part of a team.
5. Clear understanding of the Co-op's overall aims and objectives and contributes to the successful delivery of all KPI's within remit.

## EQUAL OPPORTUNITIES

1. An informed understanding of equal opportunities and a commitment to their promotion.
2. To ensure legislation relevant to the post is upheld at all times, including compliance with Data protection, GDPR, Health & safety and Equalities & diversity acts.

## PRACTICAL REQUIREMENTS

1. The applicant will occasionally be required to attend meetings outside usual working hours, as directed by the Housing Co-operative Manager.