

JOB PROFILE

Post:	Housing Officer
Responsible to:	Housing Co-operative Manager
Salary:	£31,000 per annum
Hours:	35 hours per week

OBJECTIVES OF THE POST: To provide a high quality customer focused housing management service to the residents of Carey Gardens Estate with a particular emphasis on repairs service delivery and health & safety compliance. As a small-sized organisation, we offer a focused and collaborative environment where employees contribute to the overall success of our financial and operational goals.

RESPONSIBLE FOR: Assisting the Co-operative Manager in provision of day-to-day housing management services, by delivering a proactive response to resident and leaseholder enquiries; giving advice and information on a wide range of housing matters including repairs and maintenance; utilising the organisations computerised systems and other IT systems as appropriate. You'll be responsible for managing casework including repairs and anti-social behaviour; liaising with various stakeholders and making sure urgent issues are resolved quickly and effectively.

Specific tasks and responsibilities

- Assists the team in ensuring that resident enquiries are dealt with in the main office reception, ensuring that high standards of customer service are maintained.
- To assist with the day to day management and routine repair of dwellings across the estate.
- In conjunction with the manager, to be responsible for the care and appearance of the estate and the amenities, taking appropriate action as necessary.
- To conduct regular inspections across the estate and liaise with manager, caretakers, contractors and residents, regarding any respective outcomes.
- Provides the main point of local contact with tenants and leaseholders by receiving and acting upon tenants and leaseholders queries; referring cases onto Management when appropriate.
- 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.
- To act promptly upon enquiries and requests regarding routine repairs and to carry out home inspections to determine repair requirements.

- Issues orders for routine repair work in accordance with company procedures including pre and post inspections.
- Allocating jobs to contractors to dispatch the best-placed operatives with the right skills for a first-time repair, to ensure effective resource utilisation.
- Ensuring 'flagged' properties are attended to, based on customer needs and/or vulnerabilities, while ensuring operative safety. Communicating all warning notices (e.g. Asbestos) on IT systems, to operatives and contractors.
- Responsible for prioritising own workload and monitoring specific targets and deadlines, to ensure good service provision.
- Liaise with the manager in cases where residents request to carry out any alterations to their home, respond to queries regarding home purchases and maintain appropriate records.
- Deals with residents, members of the public, contractors, outside agencies, and other stakeholders both verbally and in writing.
- Responsible for responding to correspondence as applicable, keeping records of such on file.
- Liaise with manager and contractors over residents' complaints concerning repairs or any other service failures. Take appropriate action, make recommendations, and provide reports for the manager as required.
- Prepares reports as instructed by manager for submission to internal/external agencies in respect of investigations for insurance purposes, disrepair cases or other management matters.
- Responsible for recording and providing performance monitoring information, as requested.
- Maintains close liaison with the sheltered housing officers of Carey Gardens sheltered scheme as well as other relevant stakeholders on estate matters, and advises accordingly.
- Keeping up-to-date with adjustments to service provision and organisational policy and procedural changes, to ensure accurate process is applied.
- 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.
- Remains conversant with information technology. Inputs up to date details on the computer system maintaining accuracy. Uses system to retrieve and update records and access relevant information.
- Demonstrating imagination, initiative, problem-solving skills, and the ability to work in a pressurised environment. This includes identifying repeated service problems, collaborating on solutions, and assisting with implementation of changes.

- Visits and reports on dwellings with general repair issues, with knowledge of safeguarding responsibilities. Takes appropriate follow up action or seeks further guidance when necessary.
- Remain conversant with legislation in relation to child protection and safeguarding children and young people as applicable to your role. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.
- To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
- Perform any other tasks and attend training, consistent with the role, as instructed by the Co-op Manager.
- To comply with all policies and procedures of Carey Gardens Co-operative and its Equal Opportunity Policies.

This job description is written in the form used for grading posts. It is not intended to be exhaustive or final statement of the duties required of any post holder.



Person Specification

Housing Officer

The ideal candidate for this Housing Officer role will be a highly organised and customer-focused individual with a background in housing or a desire to build a career in housing. You will possess excellent customer service skills with a passion for delivering excellent service in Housing, focused on ensuring repairs are handled efficiently, legal obligations are met, and residents receive a high-quality service. Experience using Northgate would be advantageous.

EXPERIENCE

- Experience of working with the public (essential)
- Experience demonstrating competency in the everyday use of Maths & English (essential)
- Experience of using a computer, Microsoft Office literate (essential)
- Experience using housing management systems or other in-house systems. (desirable).
- Experience of working within a busy responsive repairs environment including liaising and managing external contractors. (desirable)

EDUCATION

- GCSE pass A-C equivalent grade in Maths and English (Essential)
- Higher education in English, Maths or Computing (desirable)
- Qualification or Certificate in Housing, or; Repairs & Maintenance/Building field. (desirable)

JOB KNOWLEDGE

- Knowledge of the relevant housing related legislations with particular emphasis on the Housing Acts 1988 and 1996.
- Knowledge of building safety act 2022 and relevant health & safety regulations i.e. (HHSRS).
- Must demonstrate a basic understanding of repairs and property maintenance with ability to assess and diagnose repairs accurately.
- An understanding of the skills involved in dealing with people in difficult situations.

SKILLS AND ABILITIES

- An ability to communicate clearly and effectively at all levels, in writing and orally.
- Possess good organisational and administrative skills with the ability to keep accurate records and meet deadlines.
- Excellent analytical and problem solving skills with the ability to use own initiative.
- Ability to cope under pressure and in stressful situations.

ATTITUDE

- A commitment to providing a high level of service to our tenants and leaseholders
- A flexible approach and the ability to work proactively as part of a team
- Commitment to learn and attend relevant training to enhance skills, where necessary, to do your best in the role.

EQUAL OPPORTUNITIES

- An informed understanding of equal opportunities and race policy, with a commitment to their promotion.

PRACTICAL REQUIREMENTS

- Current Enhanced Disclosure and Barring Service (DBS) Clearance.
- The applicant will be required to attend evening meetings and or other events outside of usual working hours, as directed by the Cooperative Manager from time to time.