

Senior Homesearch Officer

Level:	Grade 8
Section:	Homesearch
Line Manager:	Homesearch Manager
Responsible for:	Homesearch Officers and Homesearch Support Officers

About the Job

- Assist in the management of the Allocations, Voids and New Tenancy service, ensuring a comprehensive customer focused service for all service users from initial application to completion of the probationary tenancy.
- Handle complex Homesearch applications and manage breaches in probationary tenancies to ensure compliance and service quality.

You'll be trusted to

- Assist in the management of the New Tenancy team, in line with the organisation's policies and procedures and to meet business needs.
- Maintain effective working relationships with internal services and external organisations.
- Implement appropriate changes in policies and procedures within the area of responsibility.
- Ensure the efficient management of individual void properties making sure that properties are secure and safe, ensuring appropriate repairs are ordered to secure a successful allocation.
- Deal appropriately with all complaints and representations, in accordance with complaints procedure.
- Establish links and develop partnerships with external agencies.
- Ensure a proactive approach towards tenancy condition management issues.
- Provide professional support and assistance to the Homesearch employees for the more complex Homesearch applications.
- Ensure all allocations of tenancies comply with legislation and the organisation's policies and procedures.
- Ensure a full range of appropriate tenancy management duties are undertaken for all probationary tenancies, this includes but is not restricted to:
 - Post tenancy visits to ensure occupants compliance with tenancy conditions.
 - Debt management.
 - Anti-social behaviour and environmental issues.

- Lifestyle assessments.

- Deal with the more complex breaches of tenancy for probationary tenants and give advice and support to members of the New Tenancy team on all areas of the service from initial application to the successful completion of the probationary tenancy.
- Monitor anti-social behaviour cases, and promote effective working arrangements with internal and external agencies.
- Prepare cases for court action and the internal review process and present cases in court and at internal review.
- Assist with the management of the voids process to minimise void rent loss and to achieve excellence in customer satisfaction.
- Contribute to the development, production and implementation of strategies for the service.
- Assist with the management of the Lifestyle Programme from Homesearch membership to the successful completion of probationary tenancies.
- Support and advise employees involved in delivering the Home Re-locator Service.
- Contribute to team plans, within the corporate, strategic and business planning processes of Vico Homes and the service area.
- Undertake specific project management initiatives as required relating to policy or service initiatives.
- Assist in the management of devolved budgets within the Delegation Framework, to ensure allocated resources meet the need of service users.
- Promote the service at all times in the manner consistent with the Customer Charter, Local Offer and other service standards.
- Monitor and implement performance management systems to ensure efficiencies and business excellence and.
- Undertake any other duties as directed by the line manager, which are appropriate to the grade and overall purpose of the job

Who you'll work with:

Internal: All Vico Homes colleagues

External: All outside agencies as appropriate. Members of the public and customers. Other statutory and voluntary agencies.

Our values

At Vico Homes our values drive us and run through everything we do. We're looking for someone to join us who can live those values like we do.

We are:



The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
A qualification at Level 4 of the Regulated Qualifications Framework, such as an HNC, Award, Certificate or Diploma at level 4 or equivalent, in a relevant subject area or working towards.	✓		AF/CQ
Evidence of setting and achieving performance targets	✓		AF/I
Have effective leadership skills	✓		AF/I
Evidence of budget management having regard for priorities and tight financial limits	✓		AF/I
Self-motivated and able to respond effectively when under pressure to meet appropriate deadlines in a performance-orientated culture	✓		AF/I
Evidence of successful partnership working with communities and internal and external stakeholders	✓		AF/I
An understanding of and the ability to apply the appropriate legislation, policies and procedures specifically relating to tenancy and debt management	✓		AF/I
An understanding of equal opportunities in employment and service delivery	✓		AF/I
Clear presentation skills	✓		AF/I
A comprehensive understanding of specific performance indicators in relation to the district and the service	✓		AF/I

An understanding of the methods of engaging with stakeholders and promote tenant involvement at all times	✓		AF/I
An awareness of Financial systems	✓		AF/I
Evidence of a customer focused approach to service users whilst developing the strengths of individuals	✓		AF/I
Evidence of effective communications with stakeholders, managers and employees	✓		AF/I
Excellent negotiation and motivational skills	✓		AF/I
Effectively work as part of a multi-disciplinary team	✓		AF/I
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the Vico Homes operating area	✓		AF/CQ
The post holder may be required to work outside normal office hours which may include evenings and weekends dependent on the needs of the service.	✓		I
Attend out of hours meetings and participate in WDH out of hours call out and emergency planning procedures	✓		I
An awareness of how the Homesearch service fits into the Corporate Plan		✓	AF/I
Good time management and organisational skills		✓	AF/I
Supervisory experience		✓	AF/I
Resource management financial and human		✓	AF/I
Decisive analytical and interpretation skills		✓	AF/I
Able to use PC applications		✓	AF/I

Key**AF - Application Form****I - Interview (this may include a presentation and occupational test where appropriate)****CQ - Certificate of Qualification**