



Estate Officer – Permissions

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|-------------------------|--------------------------------------|
| Level: | Grade 6 |
| Team: | Estates Team Neighbourhoods |
| Line Manager: | Business Planning Officer – Projects |
| Responsible for: | None |

About the Job

- Responsible for supporting customers to make appropriate improvements to their homes aligned to policy and process.
- Working as part of a wider team to document, monitor and audit contractors to improve the estate environment for our customers.
- Effectively and appropriately manage competing demands to stay within target and monitor own workload. While also working as part of wider Vico Homes teams to ensure the health, safety and safeguarding of our communities as well as appropriately document, share information and maintain compliance.

You'll be trusted to

- Deliver the landlord permission process on behalf of the estates team
- Help and support customers to make positive improvements to their homes safely and effectively
- Work as part of the BPO (Projects) to implement the delivery of area based environmental schemes and capital projects within the service area, including undertaking any relevant quality assurance visits to monitor contractor performance where required
- Maintain ownership of issues using the case worker principle by utilising the resources of all key partners
- Be involved in identifying the needs of local tenants and residents and making referrals to appropriate agencies
- Undertake effective communication to deliver a full partnership approach in the management of individual cases and our communities
- Make sure that agreed performance management targets are achieved within the area of responsibility
- Undertake scheduled visits in line with agreed performance standards and timescales
- Take a proactive approach in dealing with planned, cyclical, environmental, and tenancy management issues, keeping customers and partners informed of progress

- Work closely with team members to create high quality environmental standards and deal with low level tenancy breaches providing support to team members where further action is identified
- Assist in identifying and dealing with grounds maintenance and environmental conditions taking appropriate action where necessary, undertake quality assurance measures in relation to environmental, caretaking and cleaning standards and take appropriate action where necessary
- Monitor condition of properties and where defects are identified take appropriate action
- Make sure repairs and improvements to properties are carried out to a satisfactory standard and where problems result, take appropriate action
- Provide guidance and support to tenants who require Vico Home's Decant Services
- Take a proactive approach towards dealing with cases of nuisance, anti-social behaviour and tenancy management issues, keeping customers and partners informed of progress
- Provide direct support to witnesses and victims of tenancy management breaches
- Serve statutory notices and legal documents when necessary
- Make sure that cases are fully prepared for legal action, representing the organisation as a witness during court proceedings where appropriate
- Work with the appropriate specialist officers to provide support and help customers as appropriate
- Make courtesy calls and visits to all tenants within a designated area
- Work in a flexible and peripatetic manner across and out of district that maximises the visible presence of officers in our communities
- Identify any estate related issues and refer to the appropriate Officer, make sure repairs and improvements to properties are carried out to a satisfactory standard and where problems result, take appropriate action
- Monitor condition of properties and where defects are identified take appropriate action
- Act as tenants' representative in relation to customer enquiries and take appropriate action
- Identify and refer any environmental issues to the appropriate Officer, monitor nuisance and anti-social behaviour cases and take appropriate action where a breach of tenancy conditions has taken place, whilst promoting effective working arrangements with internal and external agencies
- Conduct pre termination inspections, void security checks, post tenancy satisfaction visits and any further tasks, in accordance with policies and procedures, where requested by Homesearch
- Provide cover and support when necessary for other services areas
- Help in the reduction of crime and the fear of crime by developing links with the Tenancy Support Team, police and other enforcement agencies and make recommendations to the Tenancy Management Officer on how to resolve the issue
- Maintain effective working relationships with internal services and external organisations
- Deal appropriately with all complaints and representations, in line with the organisation's complaints procedure
- Have knowledge of Vico Home's Vision, Mission and Values
- Contribute to new policy initiatives as required

- Be aware of national, regional and local developments in relation to housing, identify and make recommendations to the BPO (Projects) or TMO and EM where appropriate in respect of service improvements, participate in multi-agency meetings, promote sustainable communities
- Be aware of individuals circumstances and make referrals where necessary to internal and external support services

Who you'll work with:

Internal: All colleagues within Vico Homes

External: All external stakeholders

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 2 of the Regulated Qualifications Framework, such as GCSEs (three A – C/9 – 4), Award, Certificate or Diploma at level 2 or equivalent. | ✓ | | AF/CQ |
| Relevant professional qualification or undertaking studies to obtain this | | ✓ | AF/CQ |
| Ability to solve complex problems to achieve a positive outcome | ✓ | | AF/I |
| Ability to deliver high levels of performance to meet the agreed targets, standards and deadlines in a performance-oriented culture | ✓ | | AF/I |
| Excellent time management and organisational skills | ✓ | | AF/I |
| Decisive analytical and interpretation skills | ✓ | | AF/I |
| Self-motivated with the ability to work in pressurised situations | ✓ | | AF/I |
| Evidence of achieving performance targets | | ✓ | AF/I |
| Relevant and significant housing experience | ✓ | | AF/I |
| An understanding of the issues affecting individual Vico Homes tenants and the wider community | ✓ | | AF/I |
| Strong and effective verbal and written communication skills | ✓ | | AF/I |
| Able to demonstrate an understanding of equal opportunities in service delivery | ✓ | | AF/I |
| An understanding of performance management and how this impacts on service delivery | ✓ | | AF/I |
| An understanding of and the ability to apply the appropriate legislation, policies and procedures | ✓ | | AF/I |
| ICT literate with the ability to use a variety of PC applications and software packages | ✓ | | AF/I |
| An understanding of Vico Home's Customer Charter | | ✓ | AF/I |
| Evidence of a customer focused approach to service users | ✓ | | AF/I |

| Personal Skill Characteristics | Essential (Tick) | Desirable (Tick) | Method of Assessment (Code list below) |
|--|-----------------------------|-----------------------------|---|
| Evidence of excellent interpersonal, communication and negotiation skills with stakeholders and managers | ✓ | | AF/I |
| Evidence of effective working within a multi-disciplinary team | ✓ | | AF/I |
| Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business. | ✓ | | AF/I/CQ |
| The post holder may be required to work outside normal office hours. | ✓ | | AF/I |
| Ability and willingness to undertake out of hours monitoring and visits as and when required | ✓ | | AF/I |

Key

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification