

Homesearch Liaison Officer

Level:	Grade 7
Team:	Homesearch team
Reports to:	Senior Homesearch Officer

About the Job

- Take a key role in the delivery of the allocations, voids and new tenancy management service.
- Take responsibility for the co-ordination of the voids process including contractor liaison, dispute resolution for rechargeable repairs and resolving issues with utility supplies at empty homes.
- Ensure utility supply issues to empty homes are resolved quickly and efficiently.

You'll be trusted to

- Co-ordinate an appropriate response to a range of housing and other enquiries with an emphasis on supporting Vico Homes Vision and corporate objectives.
- Contribute to continuously improve levels of customer satisfaction.
- Deliver services in a manner which supports Vico Homes brand and enhances the organisation's reputation.
- Need to be fully aware of appropriate legislation and statutory requirements.
- Be expected to work flexibly to meet the changing needs of the service, including weekend and evening work if required.
- Be required to work alone within the community using mobile technology and visiting tenants in their homes and empty properties.
- Ensure that all work is compliant with Vico Homes approach to equal opportunities, diversity and inclusion, data protection, human rights and confidentiality.
- Be required to undertake your duties in any location to meet both the needs of the business and customer expectations.
- Make sure that empty homes are accessible at all times by any individual required to gain access.
- Manage empty homes by ensuring their security and safety .
- Minimise rent loss through effective and efficient working practices.
- Work effectively with partners including energy suppliers to ensure power is obtained to empty homes quickly and effectively.
- Work with colleagues in property services to obtain new gas supplies and meters as required.
- 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.
- Liaise with external contractors and Vico homes colleagues to ensure the voids process is delivered in an efficient and timely manner.
- Ensure recharges are raised in a timely manner and all disputes are resolved satisfactory on behalf of the business.
- Be responsible for handling appeals in relation to rechargeable repairs which have been raised following a tenancy ending.
- Record data and be a point of contact for the organisation in relation to the allocations, voids and new tenancies service for the following:
 - Complaints;
 - Insurance claims;
 - Emergency works;
- Identifying and raising invoices for rechargeable repairs.
- Comply with legislation, organisation standing orders, the financial and delegation framework and policies and procedures.
- Undertake specific project management initiatives as required relating to policy or service initiatives.
- Assist the Allocations, Voids and New Tenancy Management Team in developing service improvements.
- Work with the area teams to ensure there is an effective coordinated Homesearch service.
- Promote health and safety awareness to ensure safe working environments in accordance with Vico Homes health and safety policies and procedures and undertake risk assessments as required.
- Assist in the delivery of a comprehensive customer focused service for all service users.
- Promote the service at all times in a manner consistent with Vico Homes policies and procedures.
- Perform any other duties as directed by the line manager that are appropriate to the grade and overall purpose of the job.

Who you'll work with:

Internal: All colleague within Vico Homes

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

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 3 of the Qualifications and Credit Framework, such as A levels, Award, Certificate or Diploma at level 3 or equivalent.	✓		AF/CQ
Significant experience in an appropriate office administration or housing related field	✓		AF/I
Evidence of a customer focused approach to service users	✓		AF/I
Evidence of effective communications with stakeholders and managers	✓		AF/I
An understanding of and the ability to apply the appropriate legislation, policies and procedures for the delivery of the services within Vico Homes	✓		AF/I
Knowledge and practical experience of using IT as information and management tools	✓		AF/I
Effective communication and negotiation skills	✓		AF/I
Clear verbal and written skills	✓		AF/I
Good time management and organisational skills	✓		AF/I
Excellent presentations skills, both written or verbal	✓		AF/I
Drive and determination to deliver high quality services to customers at all times	✓		AF/I
Be a good team player	✓		AF/I
To have a flexible approach and to work as part of a multi disciplinary team	✓		AF/I
The post holder must hold a valid driving licence and have daily access to a vehicle to travel throughout the Vico Homes operating area.	✓		AF/CQ
The post holder will be required to work outside normal office hours.	✓		I
Have a commitment to employee development initiatives	✓		I
Able to demonstrate an understanding of equal opportunities in service delivery		✓	AF/I
Able to present information in a clear concise manner		✓	AF/I
Knowledge and understanding of the Vico Homes Vision and the Customer Charter		✓	AF/I

Decisive analytical and interpretation skills		✓	AF/I
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Key

AF - Application Form

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

CQ - Certificate of Qualification

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:

**Caring****Confident****United****Ambitious**