

## Housing Officer

<b>Level:</b>	Grade 6
<b>Team:</b>	Estates Team Neighbourhoods
<b>Line manager:</b>	Tenancy Management Officer

### About the Job

- Manage and create sustainable communities and tenancies in neighbourhoods where people want to live and stay.
- Address tenancy breaches and support tenants through excellent customer service.
- Manage tenancy issues holistically, including allocations, voids, and new tenancy services.
- Be an identifiable, visible landlord figure for customers and partners

### You'll be trusted to

- Maintain ownership of issues using the case worker principle by utilising the resources of all key partners.
- Manage caseloads efficiently, ensuring compliance with policies and procedures to achieve performance targets and complete scheduled visits as required.
- Identify local customer needs and make appropriate referral and work with the appropriate specialist officers to provide support and help customers as appropriate.
- Act as customer representative in relation to customer enquiries and take appropriate action.
- Awareness of individuals circumstances and make referrals where necessary to internal and external support services.
- 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
- Take a proactive approach to tenancy and estate management, keeping stakeholders informed. Ensure properties are well-maintained, addressing defects and repairs.
- Maintain high environmental standards and address tenancy breaches and oversee grounds maintenance and caretaking, ensuring quality service delivery.
- Provide guidance and support to customers who require Vico Homes Decant Services.
- Manage cases of nuisance and anti-social behaviour proactively, collaborating with enforcement agencies.

- Help in the reduction of crime and the fear of crime by developing links with the police and other enforcement agencies and make recommendations to the Tenancy Management Officer on how to resolve the issue.
- 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.
- Conduct pre termination inspections, void security checks and inspections, resolving gas and electric meter issues, post tenancy satisfaction visits, advertising, shortlisting, applications management, pre-tenancy assessment, offering, allocation, sign-ups, and any further or associated tasks, in accordance with policies and procedures, on certain homes.
- Carry out Income Management related visits, to complete financial assessments and utilise the financial toolkit, attend evictions, to represent at county court on behalf of the Income Management Team or any other duties required by the Income Team Leader in accordance with our policies and procedures
- Awareness of national, regional and local developments in relation to housing, identify and make recommendations to management in respect of service improvements, participate in multi-agency meetings, promote sustainable communities.
- Provide advice and guidance in relation to Housing Benefit, Universal Credit and other appropriate statutory benefits as well as challenging overpayments.
- Handle complaints professionally, in line with the organisation's complaints procedure. and contribute to new policy initiatives.
- Contribute to continuously improve levels of customer satisfaction.
- Deliver services in a manner which supports Vico Homes brand and enhances the organisation's reputation.
- Develop estate-based profiles and solutions for emerging challenges.
- Promote health and safety awareness and address any concerns, ensuring a safe working environment, in line with Vico Homes Health and Safety Policy and Procedures at all times.
- Respond to emergency situations in line with Vico Homes service continuity plan.
- Provide cover and support when necessary for other services areas.
- Undertake any other duties commensurate with the overall purpose of the job and the grade.

### Who you'll work with:

**Internal:** All Vico Homes Colleagues

**External:** Partners and customers

## 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 and significant housing experience	✓		AF/I
Ability to deliver high levels of performance to meet the agreed targets, standards and deadlines in a performance oriented culture	✓		AF/I
Ability to solve complex problems to achieve a positive outcome	✓		AF/I
Self-motivated with the ability to work in pressurised situations	✓		AF/I
Excellent time management and organisational skills	✓		AF/I
Decisive analytical and interpretation skills	✓		AF/I
Strong and effective verbal and written communication skills	✓		AF/I
Evidence of excellent interpersonal, communication and negotiation skills with stakeholders and managers	✓		AF/I
An understanding of the issues affecting individual VICO Homes customers and the wider community	✓		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 performance management and how this impacts on service delivery	✓		AF/I
Evidence of a customer focused approach to service users	✓		AF/I
Evidence of effective working within a multi-disciplinary team	✓		AF/I
Valid UK driving licence with daily access to a vehicle to travel throughout the Vico Homes operating area as required by the business.	✓		AF/CQ
The post holder may be required to work outside normal office hours.	✓		I
Ability and willingness to undertake out of hours monitoring and visits as and when required	✓		I

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)
An understanding of VICO Home Customer Charter		✓	AF/I
Relevant professional qualification or undertaking studies to obtain this		✓	AF/CQ

**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:

