# Job Description

# Housing Officer

**Role Profile**  HOU005

**Service/Team** BCP Homes

**Reports to** Senior Housing Officer

**Number of posts** 1

**Career Grade** H

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring BCP Homes residents are supported to maintain their tenancy.

**Job Overview**

To manage tenancies within general needs to ensure that tenancy conditions are adhered to and that advice is provided to tenants on issues relating to their tenancy.

To assist with the effective management of neighbourhoods to ensure and maintain a safe and supportive environment for residents

## Key Responsibilities

To deal with complaints of anti-social behaviour and take action in accordance with the Council’s anti-social behaviour procedure and best practice and to liaise with the ASB team, Police and other agencies when required.

To support and encourage initiatives to reduce crime and anti-social behaviour.

To identify issues affecting the management of neighbourhoods and to find solutions to resolve these e.g. use of communal areas and environmental improvements.

To identify and receive reports of tenancy breaches including tenancy fraud and to provide advice and support to tenants to help them sustain their tenancies.

To identify and monitor potential abuse of vulnerable residents and to take steps in accordance with the Council’s safeguarding policies.

To offer advice to tenants seeking alternative accommodation and to deal with requests for mutual exchanges.

To attend neighbourhood inspections and to work with the Neighbourhood Inspections Officer to deal with any issues that are reported.

To deal with any neighbourhood issues such as untaxed and abandoned vehicles, fly tipping, and graffiti.

To respond to enquiries from elected members and senior managers on a wide range of housing management issues.

To liaise with the coroner, GP’s and next of kin where a resident dies, to provide initial advice on tenancy terminations and monitor the return of keys on the tenancy termination date.

To prepare and arrange for the service of notices on tenants for breaches of the terms of the tenancy agreement and other grounds for possession.

To deal with requests for tenancy changes e.g. succession and assignment.

To contribute to team meetings and provide suggestions for the development of the service as well as quality improvements.

To monitor the maintenance and upkeep, including cleaning, of communal areas.

To consult with tenants on housing management matters and improvement works and encourage resident involvement.

To prepare an annual work plan, neighbourhood plan, and to monitor progress against this.

To take part in training and development opportunities when required.

To assist the Senior Housing Officer.

To assist in the training of new staff.

Any other tasks as prescribed by the Head of Housing.

## Specific Qualifications and Experience

GCSE’s or equivalent in Maths and English

Chartered Institute of Housing qualified

Previous local government experience

Previous experience of working with the public face to face in difficult situations

Previous experience of visiting the public in their homes

Previous experience of managing social housing

Knowledge of housing law

Knowledge of tenancy management

Knowledge of measures to prevent and deal with anti-social behaviour

Knowledge of the importance of safeguarding of vulnerable people

Working knowledge of Microsoft Office and Excel

## Personal Qualities & Attributes

Able to build and maintain positive working relationships with customers, colleagues and external agencies.

Ability to apply tact, diplomacy and awareness to a wide range of scenarios, some of which may be potentially difficult.

Proven ability to resolve disputes with tenants and other customers.

Good interpersonal skills; judgement, organisational ability, tact, diplomacy and confidentiality.

Good verbal and written communication skills

Ability to understand and explain complex legislation clearly and communicate matters relating to housing legislation to a varied audience.

Ensuring customers’ concerns/requirements are met and their issues dealt with within agreed service standards.

Ability to remain calm under pressure in difficult situations

Commitment to providing high levels of customer care

Keen to acquire new skills and knowledge

## Job Requirements

DBS clearance required

Current driving license required and access to a vehicle.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.