**Job Description**

**Intensive Housing Management Officer**

**Role Profile** \_ HOU005

**Service/Team** \_ Housing/Tenancy Services

**Reports to** \_ Tenancy Services Manager

**Responsible for** \_ 0

**Number of posts** \_ 1

**Post number** \_ 10083

**Career Grade** \_ H

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** ensuring this part of the job is delivered in this way which has this impact.

**Job Overview**

To provide a high quality housing management service; ensuring outstanding customer service and service delivery by acting as lead officer for the Council and point of contact for residents. Engaging with customers to ensure the successful sustainment of their tenancy.

**Key Responsibilities**

* To minimise the use of Bed and Breakfast accommodation by providing suitable and effective temporary accommodation solutions
* To undertake the management of circa 100 units of temporary, private rented and hostel stock
* Ensuring the accommodation is in good and safe condition
* Managing rent and services charge accounts to ensure maximum income
* Manage breaches of licence/tenancies
* Resolve anti social behaviour issues
* Ensure void turnaround and repairs are completed n target and to the appropriate quality levels
* Ensure residents have all benefit entitlement in place
* Provide an intensive housing management service including ensuring that referrals are in place to supporting agencies
* Participate in Out of Hours Duty Rota

The Council assists homeless households. This can lead to the use of temporary accommodation . The Post holder will assist day to day management of the Council’s temporary and hostel accommodation ensuring the units are serviceable and in good condition. They will monitor rent and services charge accounts keeping them up to date whilst problem solving issues related to benefit claims and arrears. They will record and monitor breaches of license/tenancy and resolve complaints and anti social behavior issues. There will be a need to ensure quick void turn around for the benefit of both the Council and households who require housing assistance. You will use rapid solutions and appropriate contacts to ensure no void loss as well as making best use of stock to move households through the temporary accommodation system. They will ensure residents have all benefit entitlement in place and that relevant referrals are in place for supporting agencies to assist them.

* **Main Duties & Responsibilities**
* To be responsible for the provision of a high quality and responsive housing management service
* To ensure a speedy and focused response to anti-social behaviour and other breaches of tenancy conditions. Action to be realistic, fast and efficient and supported by an effective action plan
* To ensure void turnaround targets are met
* Assist in the ordering and co-ordination of repairs, maintenance and cleaning of communal areas
* Inspect properties rooms and kitchens as required to ensure they are kept to an acceptable standard
* Undertake the admission of residents ensuring rights and responsibilities are clear, and ensure residents feel settled
* Deal with complaints and resolve repair issues reported by residents
* To enforce the arrears recovery policy and procedure including proactive discussions with residents, pre-court visits and court/eviction attendance.
* Provide weekly reports of households in temporary accommodation, reports on rent account management and other performance monitoring
* Identify households who can be moved to the most appropriate accommodation, making best use of stock, assessing and mitigating risks and reducing the use of bed & breakfast
* Ensure cyclical repairs, inspections and tests are complete
* Be a key holder for the buildings in case of emergencies
* Ensure fire risk assessments are complete
* Ensure residents have appropriate support from other providers to meet their needs whilst in residence
* Report safeguarding concerns in accordance with the council’s procedures
* Construct accurate case notes and record all activity on Locata
* Collate service user feedback about their experiences in all temporary accommodation for continuous improvement
* Communicate with:
  + Homeless Households to ensure a proactive approach to securing settled accommodation.
  + Tenants to make sure accommodation remains in a safe and clean environment
  + Repairs and Maintenance Teams to report and organise repairs
  + Management to compile report on admission and exit of homeless households, financial

reporting and performance monitoring

* + Housing providers to assist with nominations to properties they have available
  + Legal services to invoke possession proceedings
  + Wider community to deal with complaints about tenants

## Specific Qualifications and Experience

* Educated to GCSE standard with minimum Level C in English and Maths.
* Computer literate to intermediate level in MS packages.
* Experience of managing property Voids and tenants Arrears and working with landlords to solve such issues
* Experience of dealing with tenant and associated Anti-Social Behavior (ASB) and managing these issues
* Previous proven experience of intensive housing management with homeless persons and families, including vulnerable people, persons who have drug and alcohol issues and persons who suffer mental ill health or have learning difficulties
* Experience of managing complex and difficult situations.
* Experience of preparing legal documents and attending court where necessary.
* Experience of social, private and supported housing management and support agencies who deliver support to those who have need.
* Experience in liaising and signposting to support agencies, landlords and letting agents.
* Knowledge of the Housing Acts 1985 and 1996 (as amended by Homeless Act 2002).
* Knowledge of Housing Act 1988
* Knowledge of Protection from Eviction Act 1977
* Knowledge of private rented sector requirements.
* A good understanding of Health and Safety legislation.

## Personal Qualities & Attributes

* Ability to deal effectively with competing demands, to be able to work under pressure and manage conflicting priorities.
* Ability to develop effective working relationships with team across the Council & key agencies.
* Very strong negotiation skills to work with Freeholders and tenants.
* To have excellent interpersonal skills to be able to work with clients.
* Ability to interpret client rent accounts.
* Prepared to travel between accommodation units in the Borough.
* Ability to produce and present information and reports clearly for Team members , Managers and other Council officers.
* Flexible approach and commitment to achieve results with positive solutions.
* Ability to provide a housing management service to a broad ranging client group.
* Ability to motivate people and explain complex legislation so it can be clearly understood.

## Job Requirements

* DBS check
* Ability to speak fluent English.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.
* Understanding and commitment to diversity and equal opportunities.

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