

# Role Profile

Reference Number	HOU005
Role Title	Housing and Advice Officer II
Directorate	Environment and Community
Department	Housing
Reports to	Housing Manager

## Role Purpose

To provide and co-ordinate a high-quality housing management service, through the provision of advice on accommodation options, processing nominations and applications in accordance with procedures, managing tenancies, and dealing with tenancy terminations, to enable sustainable and high-quality tenancies.

Roles may work with different types of accommodation, such as general needs or more specialist client groups, and may also work with private sector landlords and tenants to help sustain tenancies, reduce homelessness, and maintain supply of accommodation in the area.

## Accountabilities

- Handle the tenancy process, signing up and visiting residents on a regular targeted and pro-active basis, so that accommodation voids are reduced, people are housed, and that tenancy conditions are met, and properties are maintained to a good standard.
- Investigate and respond promptly to allegations of anti-social behaviour, conduct monitoring of cases, and take action in accordance with the Council's anti-social behaviour procedure and best practice, so that anti-social behaviour can be prevented and reduced.
- Provide a housing management service for a group of properties, including co-ordinating and liaising with the repairs, cleaning, and maintenance processes, so that landlord obligations are met, and housing facilities meet quality needs. This may include monitoring the wellbeing of vulnerable residents and liaising with other agencies to refer concerns regarding safeguarding or care needs.
- Carry out pre-void inspections and help ensure the turnaround of vacant properties, so that accommodation is utilised according to targets, and housing is provided to the population.
- Carry out a programme of neighbourhood inspections with other departments, stakeholders and residents, to monitor the physical space for signs of anti-social behaviour, or other nuisance such as fly tipping and littering, to help co-ordinate appropriate responses to maintain positive and sustainable communities.
- Provide general advice to customers on housing management issues such as eligibility, anti-social behaviour, rent and lettings, escalating where appropriate, so that enquiries can be resolved or passed to appropriate teams.
- Liaise with tenants and partners to provide advice, assistance, and follow ups on the payment of rental and service charge payments, so that income is maximised and recovered.
- Make links with other Council teams, public bodies, and housing providers to pass on and receive information or enquiries relating to tenants, help sustain tenancies, and enable joined up support for individuals.

## Knowledge / Skills / Experience required

- Diploma level qualification or equivalent experience.
- May be working towards Chartered Institute of Housing qualification.
- Some knowledge of issues around housing law, rights of tenants and landlords and laws relating to repairs.
- Some understanding of common building defects and the solutions.
- Knowledge of measures to prevent and deal with anti-social behaviour.
- Experience of working in housing related or similar customer facing area.
- Some experience of tenancy management and assisting tenants with a range of complex housing matters.
- Experience of financial and administrative systems.
- Excellent computer skills using Microsoft Office systems.
- Ability to communicate effectively and concisely, displaying good interpersonal skills in multiple modes (phone, face-to-face, emails and in writing) using customer friendly language.
- Ability to manage time & tasks effectively, work well under pressure both individually and in a team to deadlines.

## Dimensions of role

- This role does not have any supervisory or management requirements.
- This role does not manage any direct budgets.
- Planning will typically be over days. The role holder will need to be proactive and respond to queries and be able to organise their own time.

## Notes

Date:	01/02/2021
Working Conditions:	<p>Aspects of the role that have a material impact on the nature of the job, once all reasonable actions have been taken to moderate or eliminate them:</p> <ul style="list-style-type: none"> <li>• The role will involve some walking in undertaking home visits and inspections.</li> <li>• The role will be undertaking inspections and home visits, and inspecting pre-void properties, and as part of this may be exposed to unpleasant environmental conditions such as smoke, dirt and smells.</li> <li>• The role will need to deal with challenging behaviour and confrontation when dealing with anti-social behaviour issues and tenancy issues, and may need to support vulnerable tenants who have complex needs and challenging behaviours.</li> </ul>
Working Arrangements:	<ul style="list-style-type: none"> <li>• No specified working arrangements outside of a normal working pattern.</li> </ul>