



## Role Profile

<b>Reference Number</b>	HOU036
<b>Role Title</b>	Housing and Advice Officer Level III
<b>Directorate</b>	Housing & Community Services
<b>Department</b>	Housing Options or BCP Homes
<b>Reports to</b>	Housing Manager or Senior Housing Officer (depending on service area)

### Role Purpose

To provide and co-ordinate a high-quality housing service including enabling sustainable and high-quality tenancies. This is undertaken through handling a varied caseload, acting as an escalation point for more complex issues and providing expert advice on accommodation options.

This role may also take a lead on small projects impacting the service area and contribute to policy development as well as engaging with a range of stakeholders to improve the service.

### Accountabilities

- Act as a point of escalation for more complex tenancy and housing issues for both colleagues and customers, for example concerning allocations, applications and assessments, so that housing options and housing management functions are delivered and managed in accordance with policy.
- Handling a complex caseload, which would include investigating varied matters across multiple disciplines and forming an appropriate plan of action/response i.e. fraud, safeguarding, tenancy breaches.
- Determining whether formal enforcement proceedings should be taken, in accordance with legislation, regulation and procedure, liaising with enforcement colleagues to progress the case. This will include gaining the co-operation of the customer or specifying actions to deliver outcomes as appropriate, including issuing cautions/warnings and formal decisions.
- Serve legal notices or warnings on customers and attend and present evidence at Court, including liaising with appropriate experts such as court, legal officers and the Police, monitoring cases subject to court orders and preparing cases for enforcement action in accordance with procedures and policy.
- Provide reports in respect of complex tenancy or housing issues, so that they can be managed and dealt with at the appropriate level. This may include attending case reviews/conferences with other departments and agencies such as the police or social care.
- Responsible for co-ordinating the Council's response to resolving issues i.e. anti-social behaviour, or domestic abuse, where that may involve multiple departments and outside agencies, including leading multi-agency meetings. This involves managing risks associated with safeguarding or welfare concerns in line with policy.
- Work with a wide range of stakeholders including tenants or residents, proactively seeking their engagement, advising and educating them on their responsibilities to enable the resolution of escalated issues or complaints. This may also include enabling their input into the service.
- May manage or contribute to small projects that directly impact the service area to ensure specified objectives are delivered on time and to budget
- Provide contributions to the development of policies, procedures, and performance management of the team, so that the Manager can continue to improve and develop the housing service.

- Identify opportunities for improving working practices, procedures and processes and support embedding these within the team once agreed by management, for the continuous improvement of services.

### Knowledge / Skills / Experience required

- Diploma qualified or equivalent experience is required.
- Chartered Institute of Housing qualification or equivalent would be of benefit.
- Extensive knowledge of housing laws, rights of tenants and landlords' rights.
- Understanding of wider social and economic issues that can affect management of the housing stock, and/or housing options.
- Knowledge of common building defects and the solutions (for those carrying out inspections)
- Experience of enforcement and legal proceedings.
- Ability to manage a complex case load.
- Sound experience of using measures to prevent and deal with anti-social behaviour, including more complex cases and how to resolve or refer them.
- Significant experience of working in housing management, including assisting tenants with a range of complex housing matters.
- Experience of tenancy management and/or 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 persuade and influence individuals to gain their co-operation and compliance, including using tact and professionalism to diffuse confrontational situations.
- Ability to manage time and tasks effectively, work well under pressure both individually and in a team to deadlines, with the ability to co-ordinate and check the work of others.

### Dimensions of role

- This role does not have any supervisory or management requirements, however it will act as a point of escalation for more complex enquiries and carry a more complex caseload.
- This role does not manage any direct budgets.
- Planning will typically be over days and weeks. The role holder will need to be proactive and respond to queries and be able to organise their own time.

### Notes

Date:	20/06/2024
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.</li> <li>The role will be undertaking inspections and home visits, 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/or housing issues and may need</li> </ul>

	to support vulnerable people who have complex needs and challenging behaviours.
Working Arrangements:	<ul style="list-style-type: none"><li>• No specified working arrangements outside of a normal working pattern.</li></ul>