Housing Officer

Job Description
& Person Specification

graceeyre
ABILITY · EQUALITY · INDEPENDENCE

Job Details

Job Title:	Housing Officer
Department:	Housing
Location:	Ground Floor West, Telecom House, 125-135 Preston Road, Brighton BN1 6AF
Reporting to:	Housing Manager
Staff responsible for:	None
Salary:	Salary Pay Group 3
Working Time:	Hours are worked between 9am to 5pm, Monday to Friday inclusive
Any specific working conditions:	Hybrid working

Summary of the Role

To provide an efficient, responsive and sensitive housing support plus service to Grace Eyre Housing's current and future tenants with learning disabilities and/or mental health needs.

Key Tasks and Responsibilities

- Provide contact, advice and guidance to tenants within the framework of the tenancy agreement and the relevant Grace Eyre procedures, including the preparation of tenancy agreements, handbooks and information packs for new tenants.
- Enforcement of tenancy agreement and ensuring accommodation is maintained and in good condition.
- To co-ordinate maintenance and improvement plans to priorities, to work with contractors to implement any plans and to monitor the works under the guidance of the Housing Manager.

- Assist in completing applications, interview applicants, manage waiting list and update progress utilising electronic database systems i.e. Customer Relationship Management-CRM) where available.
- Work with Local Authorities regarding nominations for appropriate properties/tenancies referring all cases to the Housing Manager prior to taking action or offering tenancies and providing information for Housing Panel when required.
- Respond to day to day property management, repairs and maintenance issues referring expenditure and significant actions to Housing Manager.
- Ensure that appropriate risk assessments are in place and communicated to tenants when any maintenance work is undertaken, to ensure a safe living environment for tenants at all times.
- Work with the Housing Manager to monitor bad debts and expenditure. Ensure income and debtors are monitored and managed.
- To help to promote and market housing opportunities, manage the waiting list, interview applicants and issue tenancy offers in liaison with the Housing Manager.
- To carry out a full range of administrative tasks including rent records, tenancy and property databases, maintenance records and individual tenant records. Ensure these are in line with the property company's policies and procedures on Data Protection and Record Keeping.
- To ensure satisfactory resolution of complaints in conjunction with Housing Manager.
- To liaise with the Health & Safety Manager on any issues relating to properties, tenants or staff.
- Produce letters and reports in a clear and concise manner which is accessible to colleagues and tenants alike. Provide data as directed by the Housing Manager to capture customer feedback and monitor quality standards in conjunction with Quality Manager.
- To support the Housing Manager in Tenant Involvement activity and plans, contributing to preparation of quarterly Housing Management Plus reports and Key Performance Indicators (KPIs) and data.
- To carry out administrative and other office functions related to GE Housing including correspondence, post, e mail and telephone.

Tenant Liaison

- To provide contact, support, advice and guidance to tenants within the framework set by Grace Eyre Housing including preparation of tenancy agreements, handbooks and information packs for new tenants in liaison with the Housing Manager.
- Referring tenants to appropriate sources of benefits advice and welfare advice or referring tenants to other appropriate sources of advice where required.

General

- To ensure the supported housing plus service is person centred and that individual tenant's needs and wishes are paramount in service delivery.
- To ensure that the service works within the highest quality standards that is appropriate to Housing Support Plus service and to challenge and report any instances that could be construed as abusive or poor practice. To ensure the health & safety of GE staff and tenants.
- To participate in relevant meetings and to take on specific responsibilities in conjunction with the Housing Manager
- Participate in internal and external training as agreed with the Housing Manager

- To receive regular formal supervision, participate in team meetings and undertake training as required.

The post will include other duties and responsibilities not specified here. It is also likely that changes will be required from time to time.

Qualifications/ Education

• Educated to A level standard or equivalent	Essential
• Recognised qualification in Housing Management and/or Social Care	Desirable

Skills/Competencies/Abilities

• Ability to work on own initiative, prioritise work, handle pressure within an agreed framework.	Essential
• Ability to develop, monitor and maintain administrative information systems and procedures.	Essential
• Ability to produce written reports.	Essential
• Good numeracy skills	Essential
• Excellent organisational skills, administrative skills and time management.	Essential
• Ability to communicate effectively in person, in writing and over the telephone with individuals and with a wide variety of organisations and audiences.	Essential
• To research, analyse and interpret complex information and produce clear verbal and written reports.	Essential
• Ability to solve problems and continually update knowledge to build broad experience of housing management within the charitable sector.	Essential
• Ability to liaise with tenants and other professionals and build positive working relationships.	Essential
• Ability to assess and manage risks positively	Essential
• Ability to support people with housing benefit claims	Essential

IT Skills

• Good IT skills	Essential
• Understanding of Microsoft 365, Word, Excel, Outlook	Essential
• Understanding of Salesforce CRM system	Desirable
• Understanding of In-Form CRM system	Desirable

Knowledge

• Experience in dealing with property management and/or facilities and	Essential
• awareness of health and safety issues arising and relating to vulnerable people.	Essential
• Experience of working with services for adults with learning disabilities and/or mental health needs.	Essential
• Experience of complex and varied administration systems.	Desirable

Our Values

Our organisational values are a shared set of standards that everyone at Grace Eyre can aspire to and help us to bring our vision, mission, Charter and Our Plan to life.

Our values are: