HR reference only: JE code A3774

Your Homes Newcastle

Job Title: **Safe Living Officer**

Grade: **Y5**

Reports To: **Safe Living Manager**

Number of Reports: **Nil**

Key job element

- Deliver a quality service which efficiently and effectively manages Anti-Social Behaviour services, from initial receipt of report through to resolution
- Deliver full range of appropriate powers in response to breaches of tenancy, including Injunctions, Closure Orders and Possession orders
- Prepare and present cases at Court
- Maintain accurate and detailed records
- Committed to delivering a service of customer excellence
- Embrace YHN values, standards and organisational goals
- Adherence to and achievement of performance targets
- Work collaboratively with colleagues across the business to ensure the delivery of joined up services
- Follow agreed business processes, statutory and regulatory policies and frameworks relating to safeguarding, health and safety and equality and diversity
- Liaise with internal and external stakeholders and build constructive relationships which make it easier to do business with
- Actively contribute to regular reviews of Safe Living services to identify efficiencies and continually improve the service provision
- Maintain appropriate professional boundaries
- To undertake any other duties as and when required to support the delivery of service

Person Specification:
This area focuses on skills and knowledge required in the role.

Essential Criteria

- Knowledge and experience of working in Social Housing, focused on Tenancy Management and/or Enforcement
- Applied knowledge of current legislation, case law and best practice within Tenancy Enforcement field
- Demonstrable knowledge of Safeguarding issues
- Actively adopt a problem - solving approach, working proactively in partnership with both internal and external agencies and stakeholders
- Suitability to work with vulnerable client group
- Customer focussed, with excellent communication skills, both verbal and written
- Committed to the principles and requirements of YHN Policies and Procedures
- Diplomatic and assertive, with a successful track record of dealing with information which is highly confidential
- IT literate

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- Ability to work on own initiative or as part of a team
- Flexible approach to working hours and location
- Maintains enthusiasm, energy and determination under pressure

Desirable Criteria

- Possess and maintain valid driving license and is willing to drive as required for the role
- All employees are expected to be flexible within the scope of the role

Your Homes Newcastle's Core Values play an integral part in determining our culture going forward and ensuring a progressive, sustainable and healthy working environment for our staff. Our values, practices and behaviours are at the heart of this and how our staff do things is as important as what we do.
*Our values are Be **R**eady, Be **A**mazing, Be **R**evolutionary, Be **E**nergetic.*

*It is no coincidence that our values spell out the word **RARE.** We want YHN to be known as "unusually good or remarkable" and an organisation with people that "stand out from the rest".*

We expect our people to demonstrate the following behaviours:

Be ready - together we're prepared for anything:
This value is about being "prepared, willing, eager and prompt".

The behaviours we expect are:

- Take responsibility to keep up to date
- Take ownership
- Make best use of time and resources
- Own your development and that of others
- Work as one team cooperatively
- Be prepared to contribute
- Be organised and on time
- Share information, knowledge and good practice
- Be adaptable and flexible

Be amazing – we'll exceed expectations
This value is about being "passionate, impressive, excellent and progressive".

The behaviours we expect are:

- Care about people and YHN
- Take pride in what you do
- Behave with sincerity and integrity
- Be your best and inspire others to be theirs
- Do right by our customers
- Have a desire to make things better and improve lives
- Be an advocate for YHN
- Learns from mistakes

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Be revolutionary – have courage and be bold
This value is about “leading the way, involvement in change, engagement, being radically new or different and being creative”.

The behaviours we expect are**:**

- Prepared to be different
- A positive influence on others
- Consider and think of imaginative solutions
- Decisive and unafraid to do what’s best
- Prepared to challenge constructively
- Open-minded, tries to say ‘yes’ more than ‘no’
- Supports and promotes change

Be energetic – making every day count
This value is about “vitality, being interested, keen, inspirational and motivated”

The behaviours we expect are**:**

- Passionate in all you do
- Is up for the task
- Celebrates achievements
- Is able to “bounce back”
- Is motivated and enthusiastic
- Challenges poor performance and negative attitude

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