



Job Title: Housing Services Officer
Grade: Y5
Reports To: Housing Services Manager
Number of Reports: Nil

Key job element

- Deliver a quality service which effectively allocates and lets properties; takes a joint approach to managing the void process; delivers a tenancy service, focussed on sustainability; manage the surrounding area where YHN customers are based, accounting for the community and local environment.
- Committed to delivering a service of customer excellence.
- Embrace YHN values, standards and organisational goals.
- Adherence to and achievement of performance targets and budgets for the letting of properties and managing tenancies.
- Work collaboratively with colleagues across the business to ensure the delivery of joined up services.
- Represent YHN in a range of forums including tenant and resident meetings.
- Actively contribute to regular reviews of housing services to identify efficiencies and continually improve the service provision.
- 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.
- To undertake any other duties as and when required to support the delivery of service.
- Ability to work flexibly across the City.
- Maintain appropriate professional boundaries.

Person Specification:

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

Essential Criteria

- Knowledge and experience of social housing, focussed on void management, letting properties, and tenancy and estate management.
- Understanding of relevant housing legislation, operational policies and the challenges facing social housing.
- Experience of solving complex issues with customers.
- Suitability to work with vulnerable client group.
- Ability to work collaboratively, with a proactive approach to involving stakeholders, both internal and external to the organisation.
- Experience of delivering services on target and within budget.
- Customer focussed, with excellent communication skills, both verbal and written.
- Committed to the principles and requirements of YHNs policies and procedures.

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.

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*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** amazing, 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

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