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| **Job Description** |
| **Post title** | Housing Management Officer |
| **JE Reference No** | N10398 |
| **Grade** | 7 |
| **Service** | Regeneration, Economy & Growth  |
| **Service Area** | Development & Housing - Housing Solutions |
| **Reporting to** | Housing Team Leader |
| **Location** | Your normal place of work will be County Hall, Durham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will be responsible for providing day to day delivery of the housing management services to tenants that require this service living in a Local Lettings Agency property. This will include working with vulnerable people to ensure successful tenancies.

Provision of a high standard of comprehensive tenancy management to assist those living in the Local Lettings Agency properties.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To take responsibility for a caseload of tenants living in Local Lettings Agency properties.
* To provide advice and tenancy support; including negotiations with landlords and other third parties to ensure provision of successful tenancies. Identification of any support provision needs to be raised with the Project Lead.
* To form effective relationships with customers to maximise the duration of their tenancy from sign-up to termination, and to work in partnership with them to ensure effective tenancy sustainment.
* Take a proactive approach to overseeing the management of voids, bad debts, referrals and tenancy terminations. Complete all of the administration required including tenancy sign ups and terminations and monitoring required.
* To co-ordinate the referral process including assessing referrals and arranging interviews and viewings with potential customers to assess their suitability for the accommodation; to include carrying out affordability checks.
* Support tenant with tenancy set up, successfully managing a tenancy, budgeting, accessing debt advice, maximising incomes, and other necessary tenancy support.
* Have a full understanding of tenancy rights and obligations and ensuring the tenant is aware of these.
* To create personal payment plans with individual customers and take appropriate action where required to deal with any rent arrears.
* Ensure that all void checks are completed to ensure compliancy with all health and safety regulations.
* Contribute to the continuous improvement of the service and be involved in service reviews and the development of procedures and good working practices
* To report any maintenance works and repairs as required
* Develop good working relationships with statutory, voluntary and private sector agencies and to encourage a co-ordinated approach to enable the best possible service with the aim of preventing homelessness or repeat homelessness.
* Proactively manage and investigate reports of anti-social behaviour taking a complainant centred approach in line with LLA policies and procedures
* Undertake home visits as required.
* Ensure necessary date is collected and reports compiled to assist Durham County Council comply with funding requirements.
* To undertake day to day administration including repair report, rent posting, recording of necessary tenancy information

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 or equivalent
 | * Housing qualification
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| Experience | * Experience within a housing, homelessness or support related service
* Experiencing of supporting people in tenancies
 | * Local Government experience
* Experience of giving support to vulnerable people
* Experience of working with rough sleepers
* Experience of writing, implementing and supporting through support plans.
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| Skills & Knowledge | * Knowledge of current housing legislation
* Good verbal and written communication skills
* Ability to work to deadlines and organise/prioritise workload
* Good ICT skills
* Good interpersonal skills including ability to work as part of a team and in partnership with a wide range of external agencies
* The ability to deal with people effectively and sympathetically in sometimes difficult situations.
 | * Knowledge of other legislation including homelessness
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| Personal Qualities | * A desire to achieve a high quality of life for customers.
* Access to a vehicle for work purposes or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance)
* Flexible and willing to work outside normal working hours when required.
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