

Role Profile

Job title: Housing Officer (Tenancy Services)
Department: Tenancy Services
Reports to: Service Manager
Grade: 6
Staff responsibility:

Organisational Structure



Job Purpose

To deliver the Association's tenancy services function including allocations, void management, anti-social behaviour, requests for succession, assignment, mutual exchange etc.

Key Accountabilities

- To provide tenancy management at a local level and ensure that enquirers, applicants, tenants, residents, sharing owners and client agencies are dealt with professionally and courteously
- To provide an Estate Management Service that monitors tenants adherence to the Scottish Secure Tenancy Agreement, and ensure high quality accommodation and a pleasant living environment for all residents
- To complete appropriate actions in relation to reports of anti-social behaviour, including enforcement action, if required.
- To administer the Allocations Policy and Procedures and ensure that a Settling In Visit is completed within the target timescale
- To liaise with appropriate staff on void property notifications and completions

- To ensure that void properties are kept to a minimum and that void rent lost and number of days vacant are kept to a minimum
- To line manage our Retirement Court based staff which includes Coordinators, Gardeners, Cleaners and Handypersons.
- Undertake annual appraisal and monthly one to one's with direct reports to assess performance and identify any training requirements.
- To adhere to the Customer Services team policies and procedures.
- To represent the Association's interests in all dealings with outside agencies or authorities
- To contribute to and take forward Tenancy Management Service Improvement Plans to deliver improved performance
- To work closely with the Housing Officer (Income Management) to ensure that the customer receives a seamless service. This will include providing cover for the Housing Officer (Income Management) where required and carrying out duties of the Housing Officer (Income Management).
- To deliver services in a consistent manner.
- To have knowledge and understanding of the Association's policies and procedures and to ensure their consistent implementation at local level. To be sensitive to the policy needs of all applicants, tenants and client agency groups, which include the elderly, the disabled, people with learning difficulties and the able bodied.
- To contribute to the development and review of the Association's policies and procedures
- To provide a high level of customer service when dealing with internal and external customers
- To provide relief cover for other staff as required
- To contribute to and further develop means of effective information and communication with colleagues and customers, such as CHAT; external website; newsletter (Cairn Attention) ; leaflets etc
- To adhere to the Associations Health & Safety Policy
- To carry out any other reasonable tasks as required

Person Specification

Education

- Higher education / professional qualification attainment e.g. HND, degree is preferable but not essential.

Experience

- Extensive experience in a customer focussed service, and specifically tenancy arrears management processes and procedures.
- Line management / supervisory experience would be advantageous.

Knowledge

- Relevant housing legislation and welfare benefit system and regulations.

Skills and Abilities

Essential

- Experience in delivering a customer focussed service
- Ability to assess, prioritise and organise workload effectively, to work under pressure and meet deadlines
- A valid driving licence and car available for work

Desirable

- Member of CIOH or equivalent professional body
- Presentation skills
- Line Management/Supervisory experience

Personal Qualities

- Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)
- Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)
- Delegating (appropriately designates responsibility and refers problems or activities to others for effective action)
- Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation)
- Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).
- Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).
- Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)
- Listening (draws out opinions and information from others in face-to-face interaction)
- Communication (is proficient in both written and verbal communication)

Core Competencies

- Put our customers first
- Strive for excellence
- Be accountable
- Think and act as 'one team'
- Demonstrate respect
- Achieve work/life balance