

**Job Description**

**1.** **JOB DETAILS**

**Job Title: Housing Officer (Income)**

**Location: Inverness/Bellshill**

**Team/Directorate:** **Customer Services**

**Responsible To:** **Senior Housing Officer or Area Housing Manager**

**Responsible For:** **Court and/or Housing Assistant Staff**

# 2. JOB PURPOSE

Provide an excellent Tenancy Management Service to our tenants and customers.

Deliver a housing management service including debt recovery & enforcement action to maximise income and sustain tenancies.

Advise & support customers with issues surrounding benefit & welfare entitlement.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Deliver housing management services to meet our agreed KPI’s, SLA’s and legislative requirements.
* Lead & deliver all actions relating to allocations/rent arrears in line with our policies and procedures to deliver an effective housing management service and preserving our income.
* Assist and coordinate strategic projects which support organisational success and future proofing through the delivery of Strategic Action Plans.
* Organise, attend and chair if necessary multi-agency meetings to liaise with other partners and professionals for the effective partnership management of complex, high community risk or sensitive cases as required.
* Deliver an excellent day to day service to provide exceptional & consistent customer service within relevant policy & procedures by communicating effectively with a wide range of individuals with varying needs.
* Perform effective data management to enable accurate reporting and monitoring.
* Manage, develop, motivate and carry out Risk Assessments for direct reports to provide an excellent service suited to current and future organisational needs.
* Build and maintain relationships through partnership working internally and externally to deliver a one team approach.
* Lead on and enforce legal action in order to comply with our policies and procedures.
* Support colleagues and manage multiple direct reports and contribute towards training new staff to assist with developing the team.
* Resolve customer issues and queries and apply creative thinking to identify personalised solutions to the satisfaction of customers.
* Respond to customer contacts, including investigating and responding to 1st stage complaints and assisting with responses to 2nd stage complaints to provide a high level of customer service.
* Contribute to, influence and implement the development of policy and procedures to ensure legislation is followed.
* Monitor budget spend in line with Line Management delegated authority to ensure plans do not exceed allowed expenditure.

**3.2 Key Performance Indicators**

Meet agreed KPI void days to let.

Meet agreed KPI rent loss due to voids.

Meet agreed KPI rent arrears & former tenant arrears.

Meet agreed KPI Anti-Social Behaviour.

Meet agreed KPI Tenancy Sustainment.

Achieve agreed Service Standard:

Estate management

Customer care.

Allocations

Cornerstone

CXM targets & complaints

H & S systems and Risk Assessments

# 3.3 Key Contacts – Internal & External

# Tenants/Owners/Lease Holders/customers.

# Local Authorities/Registered Social Landlords.

* Cairn Staff/Cairn agents.
* Social work/Support agencies/GP.
* External Contractors.
* Solicitors/Sherriff Officers & Clerks/Financial Trustees/Accountant in Bankruptcy.
* DWP/Money Advice/Citizens Advice.
* Police/Emergency services.
* Tenant Appointees

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and Fire Regulations are strictly adhered to.
* Comply with safe working practices as defined by Cairn Housing Group.
* Complete online training as and when required.
* Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
* Report any accidents, incidents or near misses as soon as reasonably practicable.
* Manage direct reports and own wellbeing in terms of pressures relating to lone working, travel, difficult environments and challenging situations.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times.
* Take part in progress/performance reviews throughout the year.
* Cooperate with other Cairn Housing Group departments.
* Attend training courses and complete online training modules as required to meet the requirements of the post.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.
* Support organisation in deploying resources to allow the business to function effectively.

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times.
* Promote and maintain the brand standards of Cairn Housing Group.

**Housing Officer (Income)**

**Person Specification**

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| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | * Educated to HND level or other relevant professional qualification. | * Member of a professional body |
| Experience | * Significant Line management/supervisory experience. * Substantial experience within a housing role 3-4 years. * Significant experience in a similar role delivering a customer focussed service. * Knowledge of the social housing sector. | * Significant experience of dealing with vulnerable individuals. * Demonstrable experience of carrying out risk assessments. |
| Knowledge | * Detailed understanding of housing legislation and best practice guidance. * Detailed understanding of Welfare Benefits and their interaction within the Social Housing sector. * H&S awareness. * Understanding of statutory and voluntary agencies and the services they provide. * Understanding of requirements of and implications of data protection regulation. | * Knowledge & understanding of specialist HM software systems. * Aware of joint working protocol and procedures in place such as GIRFEC, MARAC and MAPPA. |
| Skills | * Highly developed prioritisation and Time Management skills. * Highly developed IT systems literacy. * Highly developed communication, mediations and interpersonal skills. * Developed ability to take ownership of a situation. * Highly developed ability to work under pressure & coordinate a varied and complex workload in a busy environment. * Highly developed ability to evaluate, diagnose and find solutions to solve problems. * Developed ability to manage and coordinate projects. * Highly developed literacy and numeracy skills * Highly developed ability to work under pressure and coordinate a varied and complex workload in a busy environment. | * Report & presentation writing. |
| Personal attributes | * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Analytical reasoning (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) * 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) | * Demonstrate a willingness to undertake continued professional development. |
| Additional requirements | * Must have access to transport or be able to travel between locations. * Provide cover as required. * Attain a basic Disclosure Check. * Assess risk & utilise lone working P & P’s and tools. * Be adaptable and willing to work additional/out with the office hours if required. * Understanding of H&S requirements. |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**