



## Job Description

### 1. JOB DETAILS

<b>Job Title:</b>	<b>Housing Officer (Tenancy)</b>
<b>Location:</b>	<b>Inverness/Bellshill</b>
<b>Team/Directorate:</b>	<b>Customer Services</b>
<b>Responsible To:</b>	<b>Area Housing Manager or Senior Housing Officer (in AHM absence)</b>
<b>Responsible For:</b>	<b>Court and/or Housing Assistant Staff</b>

### 2. JOB PURPOSE

To provide comprehensive housing and tenancy management services within a defined geographical area, including the management of rent and service charge payments and arrears; voids and lets; tenancy management; including nuisance and anti-social behaviour.

With a customer focussed attitude you will ensure that our customers experience is positive.

A strong performance culture is key to the services that we deliver, you will be expected to deliver excellent performance results.

### 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 anti-social behaviour/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 1<sup>st</sup> stage complaints and assisting with responses to 2<sup>nd</sup> 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 (Tenancy)

### Person Specification

<b>CRITERIA</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Qualifications and specific training	<ul style="list-style-type: none"><li>• Educated to HND level or other relevant professional qualification.</li></ul>	<ul style="list-style-type: none"><li>• Member of a professional body</li></ul>
Experience	<ul style="list-style-type: none"><li>• Significant Line management/supervisory experience.</li><li>• Substantial experience within a housing role 3-4 years.</li><li>• Significant experience in a similar role delivering a customer focussed service.</li><li>• Knowledge of the social housing sector.</li></ul>	<ul style="list-style-type: none"><li>• Significant experience of dealing with vulnerable individuals.</li><li>• Demonstrable experience of carrying out risk assessments.</li></ul>

<p>Knowledge</p>	<ul style="list-style-type: none"> <li>• Detailed understanding of housing legislation and best practice guidance.</li> <li>• Detailed understanding of Welfare Benefits and their interaction within the Social Housing sector.</li> <li>• H&amp;S awareness.</li> <li>• Understanding of statutory and voluntary agencies and the services they provide.</li> <li>• Understanding of requirements of and implications of data protection regulation.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge &amp; understanding of specialist HM software systems.</li> <li>• Aware of joint working protocol and procedures in place such as GIRFEC, MARAC and MAPPA.</li> </ul>
<p>Skills</p>	<ul style="list-style-type: none"> <li>• Highly developed prioritisation and Time Management skills.</li> <li>• Highly developed IT systems literacy.</li> <li>• Highly developed communication, mediations and interpersonal skills.</li> <li>• Developed ability to take ownership of a situation.</li> <li>• Highly developed ability to work under pressure &amp; coordinate a varied and complex workload in a busy environment.</li> <li>• Highly developed ability to evaluate, diagnose and find solutions to solve problems.</li> <li>• Developed ability to manage and coordinate projects.</li> <li>• Highly developed literacy and numeracy skills</li> <li>• Highly developed ability to work under pressure and coordinate a varied and complex workload in a busy environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Report &amp; presentation writing.</li> </ul>

<p>Personal attributes</p>	<ul style="list-style-type: none"> <li>• Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)</li> <li>• Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation)</li> <li>• Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes)</li> <li>• 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)</li> <li>• Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes).</li> <li>• Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations).</li> <li>• Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities)</li> <li>• Listening (draws out opinions and information from others in face-to-face interaction)</li> <li>• Communication (is proficient in both written and verbal communication)</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate a willingness to undertake continued professional development.</li> </ul>
<p>Additional requirements</p>	<ul style="list-style-type: none"> <li>• Must have access to transport or be able to travel between locations.</li> <li>• Provide cover as required.</li> <li>• Attain a basic Disclosure Check.</li> <li>• Assess risk &amp; utilise lone working P &amp; P's and tools.</li> <li>• Be adaptable and willing to work additional/out with the office hours if required.</li> <li>• Understanding of H&amp;S requirements.</li> </ul>	

**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:**