



Job Description

1. JOB DETAILS

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

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 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
 MATS 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

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	<ul style="list-style-type: none">• Educated to HND level or other relevant professional qualification.	<ul style="list-style-type: none">• Member of a professional body
Experience	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• Significant experience of dealing with vulnerable individuals.• Demonstrable experience of carrying out risk assessments.

<p>Knowledge</p>	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Knowledge & understanding of specialist HM software systems. • Aware of joint working protocol and procedures in place such as GIRFEC, MARAC and MAPPA.
<p>Skills</p>	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Report & presentation writing.

<p>Personal attributes</p>	<ul style="list-style-type: none"> • 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) 	<ul style="list-style-type: none"> • Demonstrate a willingness to undertake continued professional development.
<p>Additional requirements</p>	<ul style="list-style-type: none"> • 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: