



## Job Description and Person Specification

<b>Job Title</b>	<b>Housing Officer</b>
<b>Job Grade</b>	NCC grade D
<b>Reports to</b>	Area Housing Manager
<b>Direct Reports</b>	None
<b>Other Resources</b>	Laptop
<b>Role Purpose</b>	<p>To provide a comprehensive housing advice and assistance to customers on a diverse range of issues to support the delivery of the Tenancy and Estate Management service in customer contact points across Nottingham city. To provide an effective and high-quality administrative support service.</p> <p>It's a challenging role but the rewards in terms of fulfilment are high and you'll have the satisfaction of knowing that your contribution really matters as everyone needs somewhere safe, decent and affordable to live.</p>
<b>Key Accountabilities</b>	<ol style="list-style-type: none"> <li>1. Ensure that operational processes and procedures are adhered to and the housing and estate management services provided to tenants and leaseholders are of an excellent standard and conform to relevant statutory requirements and best practice.</li> <li>2. To support with managing the citywide garage management process including processing applications, managing the waiting list, allocation of garages, registrations of new garages. Promotion of void properties, advising applicants of suitable sites and attending garage site visits.</li> <li>3. To provide support to applicants and tenants on lettings and allocations. This includes, checking, processing, eligibility checks and advising on housing/re-housing and mutual exchange applications and carrying out tenancy references.</li> <li>4. To support the Tenancy and Estate Management team with issues including councillor enquiries, customer complaints, tenancy fraud, anti-social behaviour, domestic violence, safeguarding, fire and safety issues (such as hoarding), and any vulnerabilities that might affect tenancy sustainability.</li> <li>5. Provide full administrative support to the Tenancy and Estate Management Team including filing, arranging appointments and meetings, and producing standard reports.</li> <li>6. To act on the customer's behalf and liaise with appropriate services within Nottingham City Council Housing Services and/or with external partners to effectively resolve customer enquiries.</li> <li>7. To ensure that keys held for empty properties and garages are managed securely and are signed out and recorded as being returned.</li> <li>8. To arrange appropriate security of empty properties including metal grid systems where required.</li> <li>9. To help minimise rent arrears by providing support to tenants</li> </ol>



	<p>with their rent queries, benefits and signpost to financial inclusion services.</p> <ol style="list-style-type: none"><li>10. To promote new methods of access to the service such as self-serve and digital inclusion.</li><li>11. To process any amendments to respond to and action requests for Tenancy Successions and other alterations in accordance with Policy and legislation, whilst demonstrating empathy, sensitivity and diplomacy.</li><li>12. To take, receive and process payments from customers e.g. for key fobs, recharges and Freedom of Information requests.</li><li>13. To assist Tenancy Estate Management staff in undertaking inventories at tenancy termination and arrange for storage of any belongings.</li><li>14. To assist with Tenancy and Estate Management teams promoting and delivering a five-star estate service.</li><li>15. Assist with the promotion of tenant involvement at a local level by supporting Tenant and Resident Groups, Block and Street Champions and Community Groups encouraging activity that makes a difference in the area.</li><li>16. To provide a robust administrative service for the Tenancy and Estate Management team, including dealing with incoming and outgoing mail, handling emails and appointments sent into generic housing inboxes and assisting in the completion and processing of garden assistance applications.</li><li>17. Check and process invoices &amp; raise purchase orders on behalf of the Tenancy and Estate Management Team.</li><li>18. To contribute to the overall effectiveness of the Tenancy Estate Management team's performance through attendance at training and team meetings as directed. Participate in new initiatives as and when required that will lead to an improvement in performance.</li><li>19. Other duties that are broadly consistent with job description and level of the post.</li></ol>
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Created May 2019

Signed and agreed by the post holder. \_\_\_\_\_

Date:


**PERSON SPECIFICATION – Housing Officer**

Requirements	Essential – E /Desirable - D
<b>Experience and knowledge</b>	
1a. Previous experience of working in a housing environment and an ability to learn.	D
1b. Knowledge and understanding of the legal and statutory framework relating to housing services.	D
1c. Experience of working within a team and of proactively working towards joint targets.	E
1d. An understanding of financial regulations and company procedures relating to financial matters, including cash handling.	D
<b>Skills &amp; Abilities</b>	
2a. Good communication and interpersonal skills with a proven ability to communicate effectively in both individual and group situations, and the ability to develop and present written or verbal information in a clear and concise manner.	E
2b. Ability to remain calm and able to make accurate and timely decisions whilst under pressure and to maintain control of challenging situations.	E
2c. Able to demonstrate skills to improve services and performance for tenants and leaseholders.	E
2d. An ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies.	E
2e. Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare accurate reports, graphs and spreadsheets and carry out day to day admin duties as required.	E
2f. Ability to demonstrate self-motivation and work proactively with minimum supervision.	E
2g. Proven ability to work to a high level of accuracy	E
<b>Qualifications</b>	
3a. NVQ Level 2/3 in Housing Management or willing to work towards a qualification, or a part qualification of the Chartered Institute of Housing.	D
<b>Behaviours</b>	
4a. Demonstrated a supportive approach to managing customer services and relationships, whilst maintaining a professional attitude.	E
4b. Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required.	E
4c. Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NCC Equality and Diversity Policy.	E
4d. Ability to react and respond positively to change	E

Author.....Date.....