

## Role profile

<b>Job Title:</b>	Housing Officer	<b>Grade:</b>	Career graded 8-10
<b>Department:</b>	Housing Landlord Services	<b>Post no.:</b>	TBA
<b>Directorate:</b>	Housing & Environment	<b>Location:</b>	Perceval House/Hub Offices

<b>Role reports to:</b>	Housing Team Leader
<b>Direct reports:</b>	N/A
<b>Indirect reports:</b>	N/A

## Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

### Purpose of role

To deliver a high-quality housing management service that helps residents to live well and enjoy their home and neighbourhood responsibly by offering support and ensuring that the Council's duties as a landlord are fulfilled.

- Provide support to residents across a range of tenures throughout the lifetime of their tenancies/leases.
- Responsibility for co-ordinating a full range of housing services, to ensure that our neighbourhoods and housing stock are clean, safe, pleasant places where residents want to live.
- To assist with the delivery of building safety actions in all managed buildings.
- To support tenants to sustain their tenancies and reduce the turnover of tenancies within your management, and to contribute fully towards maximising occupancy rates.
- To develop and sustain constructive relationships with individuals and representatives who are working to improve the quality of life in their communities and work with the Resident Engagement team to support community groups.
- To work proactively with key partners to ensure that vulnerable tenants receive the necessary support and assistance from across the Council.

### Key accountabilities at Grade 8:

This is an entry level. The post holder will be subject to a 12-month training period. They will be expected to make continuous progress towards learning the role and will progress to Grade 9 once they are able to demonstrate the learning objectives.

- Manage a designated patch of properties, this may include Social Housing tenants, Council leaseholders and Sheltered residents.
- Deliver a friendly, effective, professional and high-quality service to all residents and services users.
- Lead the management of your patch taking ownership and accountability of all issues ensuring they are fully resolved.
- To promote inclusion, cohesion and active citizenship in the neighbourhood - helping to shape opportunities and resident engagement.
- Deliver coordinated resident services as part of a multi-disciplinary team. This could include duty, home visits, planned and reactive appointments, estate inspections, attending residents' events and meetings (Including weekend events and evening meetings as required).
- Lead on communication with any residents' groups that are part of the designated patch.
- To manage the safety of residents and assets through proactive monitoring of communal areas ensuring that any issues identified are resolved.
- Work with a range of Council and external services to support residents including the Leasehold and Income Services teams, Safer Communities, Repairs, Adult and Children's Social Care.
- Safeguard vulnerable residents in line with Council policies through making referrals to relevant services.
- Work in partnership with a range of services to support vulnerable residents including, but not limited to; Social Services, Mental Health services, Drug and Alcohol services and Tenancy Sustainment Officers. Refer residents for relevant support and attend case conference or similar meetings as required.
- Carry out Tenancy Reviews through door knocking exercises which will focus on tenants who have made no contact with the Council or are known to be vulnerable.
- Providing excellent customer service to Council residents, responding to call back requests, emails and letters within established timeframes.
- Draft responses to formal stage 1 complaints, members' and MP enquiries ensuring that responses are of a consistently high standard and are provided within agreed timeframes.
- Ensure that Housing Management casework is properly managed and progressed in line with policies and procedures; including but not exclusively limited to; tenancy sign ups, tenancy terminations, succession applications, assignments, mutual exchanges, supporting tenancy fraud investigations, managing items left in communal areas, arranging decants, processing disturbance payments and submitting management transfer requests.
- Making referrals to legal services, supporting legal action and attending court hearings where required.
- Attending evictions where possession has been granted at court.
- Maintain accurate and retrievable records of key actions and decisions.

- Maintain a working knowledge of all relevant policies, procedures and legislation that affect residents' housing, providing accurate information, advice or referral as appropriate.
- Lead on reports of low-level nuisance cases which are not categorised as anti-social behaviour. Work collaboratively with the Community Safety service to manage ASB cases.
- Refer victims of Domestic Abuse to Community Safety or to relevant support agencies and support management transfer requests where required.
- Managing tenancy agreement breaches by taking relevant enforcement action.
- Effectively manage the lettings process for the patch ensuring that properties are let promptly to reduce lost rental income. Manage the viewing and sign-up process including ensuring that utility accounts are processed, new tenants are briefed on the terms of the tenancy agreement and where applicable new tenants apply for relevant benefit.
- Assist relevant compliance and repairs teams to arrange access to properties to carry out safety inspections and manage leaks.
- Carry out Person Centred Fire Risk Assessments (PCFRA) for residents who may require evacuation support.
- Support the repairs service to arrange decants and process disturbance payments.
- To assist with requests to provide information to the Housing Ombudsman.
- Processing Subject Access Requests.
- Ensuring that a lone working device is used when lone working in the borough.
- Maintain an approachable and professional outlook while working in a highly demanding fast paced front-line services role.
- Deliver all activities and tasks with skill and diplomacy, upholding the Council's equalities and diversity policies, respecting confidentiality and observing all principles of data and information security/protection.
- To assume any other reasonable functions, duties and responsibilities as requested by the employing department which are within the reasonable competence of the post holder.

### **Key accountabilities at Grade 9:**

Progression to Grade 9 is not automatic and will require evidence to demonstrate that the post holder can undertake the full range of duties and independently work to a more senior level as assessed by the line manager.

- Able to demonstrate proficiency in all aspects of grade 8 accountabilities.
- Apply specialist knowledge to allocated Housing Improvement projects that support the development of the service.

### **Key accountabilities at Grade 10:**

Progression to Grade 10 is not automatic. Grade 10 posts are limited and subject to a competitive selection process.

- Provide operational leadership and oversight on complex case work, coach/support junior officers to progress and problem solve.
- Work with partners to develop new ways of working, improve services and assist in delivering wider Council priorities to improve multiple key outcomes for residents.
- Assist the Housing Team Leader in managing operational caseloads.
- Apply specialist knowledge to allocated Housing Improvement projects that support the development of the service.

### **Key performance indicators**

- Delivery of statutory and local performance indicators including processing housing casework within set timeframes, completion of estate inspections, void turnaround time and complaint resolution times.
- Levels of resident satisfaction through Tenant Satisfaction Measures, survey and resident feedback.
- Compliance with statutory and corporate standards to ensure compliance and building safety.

### **Key relationships (internal and external)**

- Senior Management Team and Departmental Management Team
- Housing & Environment Directorate colleagues
- Council wide senior managers and heads of service e.g. Housing Regeneration team, Estate Services, Community Protection
- Corporate colleagues e.g., Finance, HR, ICT, Legal, Audit, Commercial hub, and Communications
- Councillors
- External stakeholders e.g., Regulatory bodies, approved contractors, tenants and leaseholders, Residents Associations and groups, suppliers and third-party advocates (e.g. solicitors and support workers)
- Other stakeholders e.g. voluntary sector organisations, service providers, partnership organisations
- Council residents

### **Authority level**

- N/A

### **Additional Requirements**

- Any other duties appropriate to the post and grade.
- To attend resident meetings or events outside of normal office hours as required.

## Person specification

Community and partnership working are essential for all roles.

A commitment to Equality, Diversity and Inclusion (EDI) and ensuring Health and Safety at Work for everyone working at Ealing Council is essential for all roles.

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### **Essential knowledge, skills and abilities**

1. Possess a knowledge of relevant housing legislation and industry standards to ensure compliance and effective policy implementation.
2. Ability to work as part of a team.
3. Good verbal and written communication skills to communicate effectively with a wide range of stakeholders, including residents, staff, and external partners.
4. Ability to problem-solve quickly and identify challenges and develop practical, effective solutions.
5. Ability to negotiate with various parties and resolve conflicts to achieve positive outcomes and maintain harmonious relationships.
6. Ability to plan, organise and produce work of a high standard.
7. Equality & Diversity - Understanding of the principles of equality and diversity, ability to apply them to service provision, respecting confidentiality and the dignity of others.

### **Essential qualification(s) and experience**

1. Experience of managing Social Housing residents.
2. Experience of delivering exceptional customer service.
3. GCSE qualifications or equivalent (including English and Maths).

## Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> <li>• Is passionate about making Ealing a better place</li> <li>• Can see and appreciate things from a resident point of view</li> <li>• Understands what people want and need</li> <li>• Encourages change to tackle underlying causes or issues</li> </ul>	<ul style="list-style-type: none"> <li>• Does what they say they will do on time</li> <li>• Is open and honest</li> <li>• Treats all people fairly</li> </ul>	<ul style="list-style-type: none"> <li>• Ambitious and confident in leading partnerships</li> <li>• Offers to share knowledge and ideas</li> <li>• Challenges constructively and respectfully listens to feedback</li> <li>• Overcomes barriers to develop our outcomes for residents</li> </ul>	<ul style="list-style-type: none"> <li>• Tries out ways to do things better, faster and for less cost</li> <li>• Brings in ideas from outside to improve performance</li> <li>• Takes calculated risks to improve outcomes</li> <li>• Learns from mistakes and failures</li> </ul>	<ul style="list-style-type: none"> <li>• Encourages all stakeholders to participate in decision making</li> <li>• Makes things happen</li> <li>• Acts on feedback to improve performance</li> <li>• Works to high standards</li> </ul>