

Job Title: Senior Housing Officer

Reports to: Acting Housing Manager

Section: Housing Services

Senior Housing Officer Job Purpose:

To manage Melville's team of Housing Officers and assist our Head of Housing and Acting Housing Manager in providing a high quality and efficient housing service.

Key Result Areas:

- Delivering High Quality Customer Service
- Maximising Rental Income
- Reducing Customer Debt
- Managing Staff
- Allocating Homes
- Sustaining Tenancies
- Managing Estates
- Resolving Disputes
- Reporting on Performance

Objectives:

- Providing day to day line management to our team of Housing Officers in order to deliver effective service across all areas of housing management.
- Managing a limited property patch, including our small number of Mid-Market Rent homes.
- Reducing the level of current arrears to the agreed target.
- Ensuring the team manages the allocations process efficiently and within appropriate timescales in order to support key performance and tenancy sustainment.
- Assisting with the writing of reports to demonstrate effective performance.
- Contributing to the development of policies and procedures and their implementation within the team including training.
- To ensure that all tenancy issues are dealt with in accordance with policies and procedures and within agreed timescales.
- Contributing to cross team solutions and continuous improvement.
- Maintaining an up-to-date knowledge of housing legislation, Welfare Benefits, Money Advice and Tenancy Support and ensuring that staff are briefed on any changes.
- Investigating and resolving customer complaints.
- To promote and encourage tenant participation, including attending meetings of Melville's tenant group when required.
- To establish and maintain clear lines of communication with both internal and external stakeholders.
- To ensure continuous improvement and efficient working practices within the team.
- Any other duties as required to meet the objectives of this post.

Customer Service

- Delivering a high-quality, customer focused housing service within required time scales.
- Representing the Association at meetings with customers and ensuring effective liaison with other agencies where required.
- Responding to all correspondence within required timescales.
- Ensuring services are delivered in an inclusive, respectful and non-discriminatory manner, recognising the diverse needs of tenants.

Rent and Arrears

- To assist the Head of Housing and Acting Housing Manager in ensuring that rent arrears within agreed targets are monitored and controlled in accordance with the Arrears and Credits Policy and Procedures.
- To take direct responsibility for ensuring appropriate action is taken for the team's arrears.
- Supervising and supporting the team to ensure appropriate action is taken.
- Approving cases for legal action and liaising with the solicitor to instruct and manage legal action cases as required.
- To attend court as necessary.
- To advise tenants on entitlement to Housing Benefit and other welfare benefits including adjustments to existing benefits.
- To liaise with the Welfare Benefits Advisers on individual cases where appropriate.
- To ensure legal notices are renewed within agreed timescales.
- To assist in the preparation of annual rent account statements where required.
- To manage the recovery of debts other than current rent arrears.
- To manage the process of current and former tenant credits and write-offs.

Policies and Procedures

- To participate and contribute to reviewing, updating, and implementing policies and procedures as required.
- To work with staff from other parts of the Association as required in contributing to the development of policies and procedures and their implementation.
- To ensure policies and procedures are followed by their staff.

Tenancy Issues

- To ensure that appropriate responses are given by phone, in person or online, to enquiries on all tenancy matters.
- To ensure the overall appearance of our estates is maintained. This includes the condition of communal areas, gardens, play areas and lockups.
- To ensure all reports of antisocial behaviour and tenancy breaches are investigated and resolved in accordance with policies, procedures, and the terms of the tenancy agreement.
- To ensure that requests for changes to tenancies are processed appropriately and within agreed timescales.

Reporting

- To assist in the production of monthly Housing Management performance indicators and other reports as required.
- To assist in the collection of data to complete the Annual Return on the Charter (ARC).
- To ensure the team produce accurate and timely reports for Melville's Board on legal action, evictions and other housing issues as required.

- To complete and manage registers of Housing Management information as required and within appropriate timescales.
- To supervise and support staff to ensure clear and appropriate records are kept of all related Housing Management work.
- To make maximum use of IT systems and identify process improvements to ensure efficient working.

Staff Management

- To provide direct line management to six Housing Officers, overseeing their performance, supporting their development, and ensuring the effective delivery of high-quality housing services.
- To lead, motivate, and coach team members, offering guidance and quality assurance across key service areas to drive continuous improvement and maintain service standards.
- To support staff in dealing with complex cases including investigating and responding to complaints.
- To escalate high risk tenancies to the Acting Housing Manager.
- To investigate and act upon, where necessary, complaints made against staff.
- To identify training requirements within the team.
- To participate in the recruitment, disciplinary and grievance processes of staff when required.
- To provide training and guidance on policies, procedures and IT systems.
- To meet with staff to discuss their workplans and hold annual appraisal meetings when required.
- To deputise for the Acting Housing Manager where appropriate and necessary.

Corporate

- To support Melville in delivering the objectives relating to Housing Services set out in the Corporate Plan.

PERSON SPECIFICATION

Skills/knowledge required

- Excellent verbal and written communication skills
- Excellent inter-personal skills
- Good organisational skills
- Manage and prioritise workload
- Computer skills eg Word, Excel, Outlook

Personal Qualities

- Adaptable
- Flexible
- Pleasant personality
- Empathetic
- Cheerful
- Customer focussed
- Team player
- Hard working
- Able to use own initiative

Experience Required

- Dealing with the public
- Staff management experience (essential)
- Working knowledge of Social Housing Management and legislation
- Working knowledge of Welfare Benefits
- Familiarity with computerised rent management systems

Education/Training Required

- Good level of education with a minimum of 5 Standard Grades/Nat 5s
- HNC Housing or equivalent (preferred)
- Housing experience (minimum of 5 years)
- Customer service training

Performance Management

- To manage own performance in terms of timekeeping, attendance, accuracy, quality of work and compliance with procedures
- To regularly discuss your development and training requirements with your line manager
- To attend and contribute at workplans and annual appraisal meetings with manager