North London Muslim Housing Association

Job Description & Person Specification

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| Post:  | Housing Officer  |
| Department:  | Housing Management  |
| Responsible to: | Enforcement & Income Manager |
| Number of staff reporting: | None  |

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| Overall Responsibilities of Post: |

1. To deliver a customer focused service to all NLMHA service users.
2. To provide an efficient customer focused housing service in the areas of operation.

2. To promote the Association through effective working relationships with tenants, partners and other stakeholders.

3. To ensure that deliverables are met in line the Association’s policies, procedures and standards.

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| **Key Achievement Areas:** |

# Operational Matters

1. **Arrears Control:**
	1. Assisting tenants in maximising their income to help them in maintaining tenancies.
	2. Maximising the Association’s income from the collection of rent, service and other charges.
	3. Control rent arrears and other charges in line with the Associations policies and procedures.
	4. Take whatever follow-up action required following contact with tenants over arrears. To refer cases to and work with external specialists/support workers on complicated benefit/financial problems.
	5. Liaise with the Housing related benefit departments with regards to outstanding housing related benefits and overpayments.
	6. Attend court, prepare cases and represent the Association in possession action cases.
	7. Attend evictions, ensuring properties are secured and remaining tenant’s goods are stored, and full inventories taken.
2. **Neighbourhood Management**
	1. To be the first point of call and case manage neighbourhood issues including but not exhaustive to:
		1. Anti-social behaviour
		2. Neighbour disputes
		3. Parking management
		4. Refuse management
		5. CCTV management
		6. Estate fire, health and safety
	2. To carry out neighbourhood inspections on the housing associations Communal Land.
	3. To carry out a schedule of inspections and monitor outcomes, reporting any work required to relevant departments.
	4. To ensure NLMHA neighbourhoods and estates are compliant with health and safety matters.
	5. To ensure NLMHA neighbourhoods and communal areas are compliant with fire safety regulations and have a regular recorded inspection regime.
	6. To escalate areas of concern appropriately and to constantly strive for service improvement.
	7. Identify and refer any safeguarding concerns to correct agencies.
	8. Answer Customer queries within NLMHA specified times
	9. Arrange for Pest Control in communal areas when necessary.
	10. To attend and liaise with resident groups as appropriate. Meetings will often be outside normal working hours.
	11. To assist with the resident participation/ community involvement projects, which may require working outside of core hours or occasional weekend.
3. **Lettings;**
	1. Ensuring most appropriate use of housing stock locally, taking account of housing need and the need to maintain balanced communities.
	2. Liaise with the line manger regarding re-lets and new property lets ensuring referrals and nominations are received within specified times.
	3. Carry out the lettings process including arranging appointments, carrying out viewings, signing up tenancies and all associated administration.
	4. Ensure properties are let with minimal rent loss by working closely with tenants and the voids team.
	5. Effective administration of the transfer scheme for tenants of properties managed by the Association.
	6. Carrying out pre and post inspection during change of tenancy and administer rechargeable works process arising in change of tenancy.
	7. Achieving change of tenancy works on average within three weeks.
	8. Ensure that all necessary agreements for signing up new tenants are carefully and efficiently carried out.
	9. Advise tenants regarding their rights and responsibilities, and of their eligibility for housing benefits and other welfare benefits.
	10. Undertake home visits and tenancy audits as and when necessary.
	11. Facilitate the mutual exchange process for tenants.
4. **General Tenancy & Property Maintenance**
	1. Manage the tenancies and properties. To ensure that all conditions of tenancy are enforced and to investigate and attempt to resolve complaints and disputes.
	2. Ensure accurate and appropriate data is collected, recorded, presented and maintained within company procedures.
	3. Minimising potential loss of tenancy as a result of breach of tenancy agreement.
	4. Effective implementation of the Association’s policies and procedures on nuisance and harassment.
	5. Taking appropriate action to end tenancies where necessary.
	6. Carrying out regular inspection of properties and estates and being pro-active in dealing with issues.
	7. Liaise with the Housing Services Manager and finance department in preparing service charges for new schemes and to liaise and consult with tenants annually on revision of service charges.
	8. Deal with all other tenancy matters e.g. succession, change of home etc.
	9. Encourage and support the development of Tenants Associations and attend evening meetings as and when required.
	10. Participate in all cover arrangements and ensure a prompt response to tenant enquiries.
	11. Represent the Association at meetings with outside agencies as directed by the Housing Manager.
5. **Managing Resources:**
	1. Making best use of information technology systems within the requirements of this post.
	2. Seeking efficiencies in working practices, which reduce cost and/or improve services.
	3. Ensure value for money is considered during the decision-making process.
6. **Organisation, Communication and Planning;**
	1. Taking personal responsibility for assessing situations, making decisions and concluding enquires.
	2. Demonstrating a positive and helpful approach in all situations.
	3. Being aware of and meeting all services and performance standards.
	4. Organising personal workload to maximise effectiveness in this post.
	5. Maintaining and developing effective working relationships with tenants, partners, other team members and colleagues.
	6. Identifying and making use of opportunities for personal development as appropriate to this post in conjunction with the Housing Services Manager.
	7. Making an effective contribution to the achievement of Association’s objectives.
	8. Carry out duties as may be appropriate to the post as directed by the Housing Services Manager.
	9. Observe the Association’s equal opportunity policy.
7. **Other Requirements of the post:**
	1. Time to time to carry out other duties as and when requested by the line manager.
	2. The post will be office based and will therefore require the post-holder to make regular use of standard office equipment, including a computer. They will need to visit individual properties and estates on a regular basis and carry out inspections of properties. A reasonable level of mobility is therefore essential. A current driving licence and car are essential.

To undertake other duties considered reasonable within the scope and purpose of the post as directed by the Enforcement & Income Manager.

(No job description can cover every issue, which may arise within the post. In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by their line manager. However, such duties would be broadly consistent with those listed in this document and reasonable in relation to the job holder’s skills, abilities and status. Training will be providing as is necessary).

PERSON SPECIFICATION

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| **Job Title** | **Housing Officer** |
| **Department** | **Housing Management** |
| **Reporting to:** | **Enforcement & Income Manager** |
| **Responsible for** | **None** |

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| **Key Qualifications, Skills and Experience** | Essential | Desirable |
| **Education** |  |  |
| Educated to ‘A’ level standard or equivalent  | E |  |
| Have education to a degree level or a relevant professional qualification. |  | D |
| **Experience** |  |  |
| At least two years Housing Management experience in social housing to include income maximisation and neighbourhood management.  | E |  |
| Experience in working with vulnerable and / or disadvantaged groups. | E |  |
| Experience of controlling arrears and taking appropriate action. | E |  |
| Experience of taking effective action in dealing with void properties. | E |  |
| **Skills and Abilities** |  |  |
| Ability to monitor and control arrears and to take appropriate action. Numerate in order to calculate rent and understand rent statements. | E |  |
| Ability to deal with conflicting priorities and deliver under pressure using your own initiative. | E |  |
| Ability to write clear letters, reports and make recommendations. | E |  |
| Ability to develop meaningful relationships and gain credibility with a range of external contacts. |   | D |
| Good problem-solving skills and a desire to confront / resolve problems. | E |  |
| Excellent communication skills in all levels and forms. | E |  |
| A basic awareness of health and safety, and welfare issues as they affect tenants and residents. | E |  |
| A good understanding of and commitment to equality of opportunity in the provision of housing and service delivery. | E |  |
| Ability to employ IT in support of the position, experience of using standard MS software. | E |  |
| Experience of using SDM system. |  | D |
| Computer literacy and accurate keyboard skills. | E |  |
| **Knowledge** |  |  |
| A clear understanding of housing law relevant to landlord and tenant. | E |  |
| Up to date knowledge of housing legislation, procedure and practice. | E |  |
| Knowledge of housing and welfare benefits. |  | D |
| **Other Requirements** |  |  |
| Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of NLMHA’s Equality and Diversity Policy. | E |  |
| Must be flexible and be prepared to work outside normal office hours, according to the needs of the service, as and when required. | E |  |
| Cultural sensitivity, the ability to be tactful in dealing with tenants and members of the public. | E |  |
| Ability to work as part of a team and on their own initiative in order to achieve objectives-able to support others.  | E |  |

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