

**Job title**: Housing Officer   
**Starting salary range:** £22-27000 per year (dependent on experience)  
**Department** Housing Management   
**Duration of contract:** Permanent **Responsible to:** Housing Services Manager   
**Hours per week** 35 (part-time hours would be considered for the right candidate)  
**Closing Date** Tuesday 26th October  
**Planned Interviews**: Week of November 1st *We will be reviewing candidates as they come in and may interview before the closing date*.

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**Who are we?**

Self Help Community Housing Association is a local based housing provider established in 1974. All of the people we house (families and our single men’s service) have experienced homelessness, coming from diverse backgrounds with a range of support issues. Our aim is to provide the support people need to get back on track with their lives. We have a strong record of making a difference to our residents’ lives and helping people developing great careers over the last 45 years.  
  
Our staff work together with the goal of providing the best service we possible. At times this is challenging which is why we offer a collaborative environment to learn from each other and find solutions to problems. We also have regular supervision, caseload meetings and reflective practice so you can bounce of ideas with your colleagues and seek support.

We have an exciting and rewarding vacancy as a Housing Officer. The Housing Officer role offers a hybrid of home & office based working in addition to being out in the community. This offers great flexibility and the opportunity to balance your home commitments with work.

You will manage a small patch of properties (approximately 80) which will give you the opportunity to get to know our residents throughout Bristol. Duties will include;

* Dealing with resident queries and concerns
* Liaising with other agencies such as homelessness and social services
* Working with our support workers to help your residents
* Inspecting vacant homes and assessing what repairs or maintenance may be required
* Supporting tenants with rent arrears and if necessary preparing court papers and attending court.

**What do we offer?**

* A hybrid, flexible model of working (part time hours may be considered for the right candidate)
* Annual leave starting at 29 days paid leave inclusive of bank holidays.
* Pension Contribution of 3% employer contribution and 5% employee.
* Life cover for 3 times your salary
* A thorough induction, probationary period and opportunity to professionally develop.
* Excellent training package to ensure you have the skills and knowledge to build your career including membership of the CIOH to progress your housing career
* A work laptop and phone
* Employee Assistance Helpline

**Who do we need?**

* Individuals with enthusiasm, talent and a desire to make a real difference to people’s lives
* Our staff need to be responsible, reliable, proactive and solution focused with a willingness to take on challenges with a flexible attitude. Working with our client group needs empathy and objectivity.
* The successful candidate may have housing management experience and an understanding of tenancy law. Alternatively come with transferrable skills and a desire to work in homelessness or supported housing.
* We need staff who are committed to ensuring that everyone has the opportunity to make the transition from homelessness to a sustainable home.

Any questions?   
Contact our Operations Director Aaron Minnigin / Susan House – Housing Services Manager

Email: aaron@selfhelpha.co.uk or susan@selfhelhha.co.uk Telephone: 0117 970 5400

**Disclosure Barring Service (DBS) Checks:** We safeguard and promote the safety and welfare of children, young people and vulnerable adults. Any job offer will depend on a satisfactory DBS (Disclosure and Barring Service) Barred List Disclosure Check. Due to the type of position this will be an enhanced check.