**SELF HELP COMMUNITY HOUSING ASSOCIATION:
HOUSING OFFICER: JOB DESCRIPTION**

**Primary Tasks include;**

* Dealing with residents queries and concerns about their homes and tenancies
* Inspecting vacant homes to check what repairs are needed before the next resident moves in
* Dealing with homes which have been abandoned by the tenant
* Showing prospective residents around vacant homes
* Letting homes to new residents including viewings, completing and signing tenancy agreements and explaining their rights and responsibilities
* Carrying out regular checks on properties
* Manage and report on rent arrears
* Working with residents who have rent arrears to make sure that they repay them, preparing court papers and attending court if necessary
* Work with residents experiencing difficulties with their housemates and neighbours and using a range of remedies to deal with the problem, including restorative approaches, warnings and legal action in severe cases.
* Collaborating with external agencies and our support workers to help prevent tenancy breakdown
* Liaising to other agencies such as social care, utility firms and the emergency services to resolve issues that residents might have
* Regular use and maintenance of internal and external data systems around rent and allocations.
* Attending supervision, reflective practice and training to ensure your role contributes to the Organisation’s work

*This job description is not an exhaustive list of all of the duties and responsibilities that may be required*.

**PERSON SPECIFICATION: HOUSING OFFICER**

***We strongly encourage applications from those with transferrable skills who can apply themselves in a new context. In your application you must explain how your skills and experience make you suitable for this role. Try and cover as much of the person specification as you can.***

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| ATTRIBUTES | REQUIREMENTS |
| **SKILLS** | 1. Good communication skills – both listening and talking
2. Good IT skills
3. Good time management with the ability to plan and prioritise your work
4. Ability to interpret tenancy law and legislation
5. Empathy and the ability to consider different peoples’ views
6. An ability to work under pressure
7. Ability to manage a caseload of residents
8. Attention to detail and good record keeping
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| **QUALIFICATIONS** | 1. Good standard of secondary education
2. Housing related qualification or equivalent experience.
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| **EXPERIENCE** | 1. Experience of working with people with support needs
2. Experience of working in a housing management environment
3. Ability to interview people
4. Confidence to Lone work with appropriate back up in place
5. Housing benefit administration.
6. Inter-agency and partnership working.
7. Providing welfare benefits advice
8. Working with people who have experienced homelessness.
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| **PROFESSIONAL KNOWLEDGE** | 1. Housing and welfare benefits.
2. Professional boundaries.
3. Data Protection Act & GDPR.
4. Health & safety issues.
5. The law in relation to Short Hold Tenancies and License agreements.
6. Management of Houses in Multiple Occupation.
7. Safeguarding of adults and children.
8. Knowledge of housing and support agencies in Bristol area.
9. Equality and Diversity law & practices.
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| **ATTITUDE** | 1. Responsible and reliable.
2. Proactive and solution focused.
3. Commitment to promoting personal responsibility.
4. Awareness of own strengths and weaknesses.
5. Willing to takes on challenges with a flexible attitude.
6. Self-motivated.
7. Resilient.
8. Flexible and responsive to change.
9. Commitment to diversity and equal opportunities.
10. Tenacious.
11. Methodical and thorough in preparation.
12. Empathetic and objective.
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| **GENERAL** | 1. Current, clean driving license.
2. Any job offer will depend on a satisfactory references and a Disclosure and Barring Service Barred List Disclosure Check. Due to the type of position this will be an enhanced check.
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