

**SELF HELP COMMUNITY HOUSING ASSOCIATION**

**JOB DESCRIPTION: HOUSING OFFICER**

The post holder will be working for a small, central Bristol based Housing Association, providing housing management services to homeless clients with in dispersed housing. Working in partnership with dedicated support workers your will deliver high quality customer focused temporary housing services in an efficient and effective way to prepare clients for independent living.

You will be responsible for approximately 80 residents made up of supported accommodation, family housing, self-contained flats and Houses in Multiple Occupation in and around central Bristol. Key duties include managing and inspecting the accommodation. starting and ending tenancies, allocations & viewing, voids & rent management and recovery of former tenant arrears.

* To coordinate and carry out viewings, internal transfers & deal with tenancy end matters.
* To deal with breaches of tenancy/licence agreements, including rent and service charge arrears, all areas of Anti-Social behaviour i.e. nuisance, harassment and misuse of property.
* To liaise with external referring services e.g local authority, homeless prevention services
* To carry out pre-void inspections and arrange re-letting works.
* Undertake Allocation Interviews obtain nominations, assess applications and complete new tenancy documentation.
* To ensure prompt and appropriate responses to resident enquiries.
* To deal with reports of abandoned tenancies, squatters and unauthorized occupiers.
* To minimise rent arrears & recover former tenant arrears periodically.
* Prepare cases for Court action and represent the Organisation in Court and at evictions.
* To carry out regular property visits including communal area and health and safety inspections.
* To refer residents to appropriate sources of benefits and welfare advice.
* Liaison /Notification with utility companies.
* Liaise with Housing Benefit departments around overpayment Recovery & dual Benefits.
* Maintain the Associations data systems (e.g. Rent and Property Management and resident records).
* To represent the Association at external meetings.

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

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**PERSON SPECIFICATION: HOUSING OFFICER**

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| ATTRIBUTES | REQUIREMENTS |
| **SKILLS** | Essential   1. Ability to conduct effective interviews with Service Users. 2. To have understanding of housing & welfare benefits sufficient to give general advice to Service Users. 3. Team Working. 4. Good written and verbal communication. 5. Word Processing and e-mail computer skills. 6. Time management. 7. Caseload management. 8. Interpretation of tenancy law and legislation 9. The ability to acquire new skills 10. Ability to conduct effective interviews with Service Users 11. Rent Arrears management   Desirable |
| **QUALIFICATIONS** | Essential   1. Good standard of secondary education including Math’s and English. 2. Housing related qualification or equivalent experience.     Desirable   1. Housing related qualification or equivalent experience. |
| **EXPERIENCE** | Essential   1. At least two years’ experience working within a housing management environment 2. Managing a rent arrears caseload. 3. Experience of housing benefit administration 4. Inter agency and partnership working. 5. Providing welfare benefits advice sufficient to provide general advice to service users.   Desirable.   1. Working with people who are homelessness. |
| **PROFESSIONAL KNOWLEDGE** | Essential   1. Housing Benefits. 2. Welfare Benefits 3. The local authority homeless prevention services. 4. The law in relation to Shorthold Tenancies and License agreements. 5. Professional boundaries   Desirable   1. Knowledge of housing and support agencies in Bristol area. 2. Management of Houses in Multiple Occupation 3. Understanding of social housing issues 4. Data Protection Act & GDPR 5. Equality and Diversity law & practices 6. Health & safety issues 7. Safeguarding of adults and children. |
| **GENERAL** | Essential   1. Ability to work under pressure. 2. Current, clean driving license. 3. Commitment to continual professional development and training. 4. Commitment to utilise supervision. 5. Enhanced DBS will be required for this role. |

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