



Job Description

Role title	Housing Officer	Directorate	Operations
Level	Colleague	Department	Neighbourhoods

Accountable to	Neighbourhood Manager
Accountable for:	Financial: Responsible for small environmental improvement budget and work impacts on void loss of £0.3m.

Job purpose:

- To provide a comprehensive housing management service, within defined policies and procedures and in accordance with agreed performance standards, ensuring a high quality customer service is provided at all times

Principal accountabilities:

1	Provide an effective generic housing management service, working with multi-agency partners and within the relevant legal and regulatory frameworks.
2	Sign up and visit residents on a regular targeted and pro-active basis, ensuring tenancy conditions are met and properties are maintained to a good standard. Complete welfare checks and making safeguarding referrals, monitoring and updating cases, working in partnership with multi agency partners.
3	Carry out pre-void inspections and ensure the turnaround of vacant properties are within agreed key performance indicators. Attend court and prepare any papers as required where there are tenancy breaches that warrant it.
4	Investigate and respond promptly to allegations of anti-social behaviour (ASB) and tenancy fraud and the ongoing monitoring of cases, ensuring agreed targets are met. Attend court and preparing any papers as required where there are tenancy breaches that warrant it.
5	Prevent non-essential visits by offering a comprehensive, responsive, high quality housing management service via alternative methods of contact. Provide an holistic approach to resident contact, identify opportunities to carrying out tasks on behalf of other teams, and/or support residents into services to improve health and wellbeing, employment, education and training.
6	Maintain accurate and timely records using office systems and databases such as CRM, ReAct etc. Prepare contracts, notices and legal papers as required. Schedule appointments, proactive campaigns and neighbourhood inspections as needed.
7	Actively promote and encourage resident involvement and participation, in liaison with other teams as required. Contribute to service improvement by actively participating in policies and procedures reviews Support residents to use online services through day to day interaction and targeted campaigns.
8	Assist the income management team in ensuring rental and service charge income is maximised and recovered.

9	Ensure a programme of Neighbourhood Inspections is in place and carried out in liaison with other departments, stakeholders and residents, and targets are met.
10	Identify opportunities to be proactive in improving neighbourhoods and helping to create sustainable communities and lead on a specific project or neighbourhood.
11	Be proficient in the use of Technology and competent in the use of Microsoft Office embracing new ways of working. Maximise the use of mobile technology to carry out day to day and targeted activities/campaigns.
12	Embrace and promote Optivo culture, C.O.R.E. values and behaviours, helping create an environment which is supportive and a place where it's enjoyable to work

Person specification:

Knowledge, skills and abilities:

1	<u>Knowledge & experience</u> <ul style="list-style-type: none"> • Experience of working in housing related or similar customer facing area, or studying a housing related subject. • Some understanding of issues around housing law, rights of tenants and landlords and laws relating to repairs. • Some understanding of common building defects and the solutions
2	<u>Skills</u> <ul style="list-style-type: none"> • Ability to communicate effectively and concisely, displaying good interpersonal skills in multiple modes (phone, face-to-face, emails and in writing) using customer friendly language • Able to develop partnership working with other agencies to generate effective solutions to problems • Ability to manage time & tasks effectively, work well under pressure both individually and in a team to deadlines, delegating appropriately • Able to develop and review Policy and Procedure regarding arears and income management • Good negotiation and influencing skills
3	<u>Abilities</u> <ul style="list-style-type: none"> • Customer-focused • Can prioritise work in order to meet deadlines • Able to work under pressure with minimum supervision • Able to work productively with other departments • A 'can do', proactive approach to problem solving • Willing to learn and continue in personal development by attending conferences, seminars, webinars and training • Able to build strong relationships in Optivo and beyond. • Hold a full driving licence with access to own vehicle (Essential)

Optivo Behaviours:

Our People Behaviours are central to our culture. They provide a common language we can all use in our work.

Leading self – makes things happen, gets the job done, takes personal action

Leading others – manages, coaches and facilitates to ensure delivery through others

Leading the way – takes responsibility for driving direction, seeing the bigger picture, taking colleagues with them