



JOB PROFILE

Post Title:	Housing Officer
Portfolio:	Economic Development
Responsible to:	Chief Housing Officer
Responsible for:	Nil
Grade:	Band C

Job Purpose

To improve the lives of all within our community and help the island thrive by providing an effective and high quality administrative support to the Housing Service and to carry out housing management functions.

Main Duties and Responsibilities

1. Set up and maintain paper and electronic filing systems (to include the QGIS system) and archives including entering information on to the electronic systems to ensure all records are accurate and up to date and be able to retrieve and work with such information as required. This includes training others in its use.
2. To carry out appropriate checks on all housing applications received, including checking references. Conduct estate and government property visits to ensure correct use and compliance with tenancies and communal areas. This includes inspecting properties, taking photos and when not of satisfactory standard, presents findings and recommendations to the Chief Housing Officer for improvement.
3. Maintain the Housing Register and conduct allocation meetings.
4. Arrange appointments and meetings.
5. To prepare quarterly newsletter and distribute to tenants.
6. To administer customer satisfaction surveys and measure performance.
7. To minute meetings, case conferences and events when required.
8. Assist in ensuring that void properties are quickly and effectively let:
 - a. Receive, recording and issue keys and update tenant records accordingly.
 - b. Liaise closely with contractors/ the Building Maintenance Team to ensure speedy turnaround of void properties. Report on the position of all void properties weekly.
9. Process maintenance requests and liaise with Contractors and the Buildings Manager regarding status/progress of repairs.



JOB PROFILE

10. Prepare documents for sign up of new tenants including ensuring that relevant packs are available in advance and contain all necessary information.
11. Arrange for tenancy audits ensuring the right tenants are in the right houses. Assist the Chief Housing Officer with conducting these audits or conduct tenancy audits in the absence of the Chief Housing Officer.
12. In addition to supporting the housing service, the post holder will also provide administrative assistance to the whole of the Property Service.
13. Deputise for the Chief Housing Officer as and when needed.
14. Attend multi-agency meetings as and when required.
15. There will be a requirement to visit properties, both empty and tenanted and at times have difficult conversations with tenants relating to tenancy conditions.

Special Conditions

- a. The role will encompass the reporting of and setting up meetings to resolve allegations of child abuse or domestic violence to be reported to the Social Work and Police services. Appropriate training will be given where needed, although the post holder will be expected to carry out their own self development as well.
- b. Able to communicate with and manage vulnerable and / or aggressive service users about issues such as rent arrears.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



JOB PROFILE

Core Competency Framework

Competency	Level
Professional Development Required professional competency standards met	ii
Planning & Delivery of Work: Plans and organises work to meet objectives whilst achieving quality and value for money. Identify information needs and ensures delivery to plan in a timely and effective manner. Recognises good and tackles poor performance.	iii
Analysis and use of Information: Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.	ii
Decision Making: Ability to act on own initiative and confident in making decisions within policy guidelines.	ii
Working with Others: Engages effectively with senior managers and other stakeholders using a range of communication mechanism, and shares and implements good practice with all.	iii
Communication: Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs.	iii
Influencing and Persuading: Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner.	ii
Dealing with Change: Flexible and adaptable to change.	i
Continuous Improvement: Willing to learn and develop in job role.	i
Managing Resources: Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
English and Maths at Grade C or above	E	✓	
Valid Driver's Licence Class A	E	✓	
Chartered Institute of Housing Level 3 Certificate in Housing Practice (QCF) or willingness to work toward achieving this.	E	✓	
Knowledge & Experience:			
Experience in a front line customer facing service and in an office based environment	E	✓	
Experience of working independently or as part of a team	E	✓	✓
Experience of using information to develop solution and solve problems	E	✓	✓
Experience for making recommendations for improvements in relation to systems and administrative processes	E	✓	✓
Skills and Abilities:			
Basic IT skills	E	✓	
Ability to demonstrate good customer service skills to members of the public and internal customers	E		✓
Analysis of information (Basic)	E		✓
Able to work on own initiative without constant supervision	E		✓
An understanding of how to handle, resolve and escalate enquiries and pass on information promptly	E		✓
Proven and effective administration skills.	E		✓
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		✓
Excellent written and verbal communication skills to communicate at all levels	E		✓
Intermediate interviewing skills	D		✓
Alert to health and safety risks on estates and in communal areas	E		✓
Able to maintain confidentiality at all times	E		✓
Other:			



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Willingness to work flexibly – some evening work may be required.			
A good understanding of best practice in housing management and relevant regulations	D	✓	
A basic understanding of routine maintenance and welfare benefit system	D	✓	
A basic understanding of Estate management	D	✓	
Highly self-motivated	E	✓	
Responsive to change	E	✓	
Creative in problem solving	E	✓	
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E	✓	
Contribute to a positive working environment ensuring commitment to equality and diversity.	E	✓	
Maintain high standards of personal and professional conduct in dealing with customers, colleagues and other agencies.	E	✓	

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.