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**JOB OUTLINE**

**JOB TITLE :** **HOUSING OFFICER**

**SALARY :** Technical Grade: £30,502 - £40,819 per annum

**Total leave 34 days per annum**

**36 hour week**

**Flexi-time Scheme**

**Defined Contribution Pension Scheme**

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| MAIN OBJECTIVES of the POST | |
| 1.1 | Responsible for the delivery of a high-quality Housing Management service to residents in an identified geographical area. |
| 1.2 | Promote on a daily basis the Association’s Housing Management policies. |
| ACCOUNTABILITY | |
| 2.1 | Directly responsible to the Housing Manager. Accountable to the Board of Management through the Head of Housing Management and the Chief Executive. |
| PRINCIPAL DUTIES | |
| 3.1 | To liaise with the Housing Manager on the day-to-day Housing Management duties. |
| 3.2 | Communicate with tenants principally via visiting tenants in their homes, contacting them by phone with associated letter and report writing where appropriate. |
| 3.3 | Give advice to all tenants on matters relating to their tenancy. |
| 3.4  (a)  (b)  (c) | Estate and Tenancy Management Undertaking pre-allocation visits. Signing up new tenants. Pre-termination inspection and pre-letting house checks in conjunction with Maintenance Supervisors. Transfer and mutual exchange visits, garden and common area inspections. Give advice on housing benefits. Ensure compliance with conditions of tenancy. Settling in visits and exit surveys.  Offering advice and assistance to tenants on any matter affecting their well-being and of any schemes which the Association administers, e.g. Garden Scheme. Dealing with any special or difficult cases as referred by the Housing Manager.  Deal with anti-social behaviour and neighbour complaints by taking appropriate action as outlined in the Association’s procedures.  Particular importance is attached to the idea of quality service delivery. The Housing Officer is the main contact for customers and is expected to be proactive in dealing with all aspects of Housing Management, with the aim of providing the best possible service to our tenants. |
| 3.5  (a)  (b) | Repairs Liaise with the Maintenance Supervisors and tenants on repairs and any associated problems where appropriate.  Inspect reported faults when requested by tenants and issue instructions for repairs in liaison with Maintenance Supervisors to the appropriate contractor using the Association’s computer system. |
| 3.6 | Arrears Control Responsibility for all arrears within the designated patch including early identification, appropriate intervention by visit, telephone or letter, negotiating realistic arrangements for the Association, instigating legal action where necessary. |
| 3.7 | Residential Involvement and Tenant Participation To ensure, in conjunction with other members of staff, that the Association’s work and objectives are communicated and promoted in the local community and views are sought and taken account of as appropriate, including attending out of hours tenants and resident meetings. |
| 3.8 | General Administration Responsible for accurate records of all contact with residents. |
| 3.9 | Performance Standards Responsibility to adhere to and achieve the Association’s performance standards. |
| GENERAL | |
| 4.1 | Comply with Almond Housing Association’s Health & Safety Policy, reporting any matters of concern to your line manager. |
| 4.2 | Comply with Almond Housing Association’s Code of Conduct. |
| 4.3 | Actively promote Almond Housing Association’s Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors. |
| 4.4 | Contribute constructively to team meetings and the achievement of team objectives. |
| 4.5 | Ensure that all contacts are prioritised and concluded satisfactorily. |
| OTHER DUTIES | |
| 5.1 | Such other relevant duties as may be determined from time to time. |

July 2021