

Job title	Housing Officer (lettings & customer involvement focus)
Department/Section	Operations
Reporting to...	Housing Services Manager
Responsible for staff/equipment	None
Job Purpose – duties and responsibilities	<p>Work closely with Property Services colleagues and local authority partners to ensure all vacant homes are re-let efficiently within performance targets to help minimise rental income loss.</p> <p>Maximise the opportunities for customers to become involved in the design and delivery of our services. Act as the point of contact for the Tenant's Panel, arranging and attending meetings and supporting them in their work. Actively encourage their participation in customer involvement activities.</p> <p>Whilst you will be focussed on lettings and customer involvement, you will be expected to support your Housing Service colleagues in other areas, such as estate inspections, income recovery, general tenancy related issues, and promoting greater customer involvement.</p>
Key tasks	<p>Undertake the Housing Services responsibilities of the void and lettings process, minimising the time a property is void whilst ensuring a customer focused letting service.</p> <p>Regular liaison with Local Authority (LA) staff for nominations in line with practice and procedures and arrange assessment and viewing appointments.</p> <p>Complete pre-tenancy assessments to ensure rent is affordable for new tenants and that they have required support to sustain their tenancy.</p>

	<p>Working with Property Services colleagues the post holder will take the lead for the void stages involving the Housing Team. To monitor and maintain systems to ensure void properties are ready for action promptly, and any areas for action are identified and to report problems as and when necessary.</p> <p>Post holder will take the lead in managing the process whereby customers are temporarily or permanently decanted. Working alongside contractors and Property Services colleagues you will act as point of contact for the customer and help to minimise the time it takes for works to be completed.</p> <p>Arrange and undertake viewings of properties with prospective applicants, ensuring applicants are provided with clear advice on the property and range of services available. Complete new tenant sign ups, create and end tenancies and rent accounts, and manage void keys.</p> <p>Promote and maintain the key worker waiting list so it is inclusive for all customers and ensure it is promoted via our partner networks to ensure that hard to let properties are advertised as widely as possible to reduce void time. This includes a weekly available property list which is sent to a range of stakeholders. Post holder will also be responsible for maintaining and updating the waiting list.</p> <p>Act as the point of contact for the Tenant's Panel, arranging and attending meetings and working with them to introduce ways to improve customer involvement in the design and delivery of housing services.</p> <p>To be proactive and work in partnership with the customer panels, and other agencies to develop and promote resident participation, consultation, and community development</p>
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	<p>with the aim of meeting the needs of tenants and the community.</p> <p>Empowers colleagues to involve residents through consultation and other engagement activities, reporting on the impact and successfulness of those opportunities.</p> <p>To work effectively and efficiently, planning your own workload.</p> <p>Through close and regular contact with tenants, identify and assist vulnerable tenants/ at risk, in any way and pursue such actions with relatives and/or statutory/voluntary services required to deal with such problems.</p> <p>Ensure recording keeping is up to date and all correspondence is recorded on our housing management system and that our policies and procedures are correctly followed.</p> <p>Investigate and respond to complaints and enquiries about service delivery in line with our complaints and early resolution policy and procedure.</p> <p>Work with our Property Services colleagues to maximize access to customer for gas servicing appointments.</p> <p>Working outside of normal office hours occasionally, as required to meet the needs of the service.</p> <p>Whilst the focus of the role is income recovery, you will be expected to support your colleagues as and when required:</p> <ol style="list-style-type: none"> 1. Contribute as necessary to reduce rent accounts arrears. This will include producing arrears reports and letters; communicating with customers and drafting instructions for legal possession proceedings; serving Notices; applying for direct payments, attending court where required; providing appropriate advice and support to customers to sustain their tenancies.
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	<ol style="list-style-type: none"> 2. To coordinate and carry out routine site inspections and make appropriate recommendations in relation to communal repairs, fire safety, and general health and safety. 3. To identify improvements to our estates and working alongside Property Service and Contractors ensure works are completed by agreed timescales and to the high standards our customers expect. 4. Investigate and respond to complaints and enquiries about service delivery in line with our complaints and early resolution policy and procedure. 5. Respond promptly and sensitively to all reports of a breach of lease, nuisance, and harassment, domestic violence anti-social behaviour in line with Local Space's policies and procedures and current best practice, including practical assistance and support.
Equalities and Diversity	In line with the organisation's Equalities Act 2010 Local Space Staff must to ensure that no users of its services, its employees or job applicants are unfairly discriminated against because of their identifies the following protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race religion or belief, sex, sexual orientation or criminal record nor disadvantaged by any conditions or requirements that cannot be shown to be justified. Local Space is committed to ensuring and promoting the rights of all people to equality of opportunity and all staff are required to abide by these principles.
Budgetary responsibilities (where applicable)	No budgetary responsibilities.
Customer care (Internal and external)	<ol style="list-style-type: none"> 1. Local Space directly managed tenants. 2. Leasehold issues with freeholder for acquired properties managed by LBN. 3. External Contractors. 4. Local Authorities.

	5. Local Space departments.
Stakeholders/partners	<p>1. To establish and maintain good working relationships with client local authorities, contractors, and all other stakeholders including Tenant Involvement.</p> <p>2. To liaise with Council Officers, Housing Association staff, Government Departments, external collection agencies, and other housing and property agencies as appropriate.</p>
Health and Safety	It is the duty of all employees to ensure that a safe working environment and safe working practices are maintained at all times. It is also the responsibility of management to do so.
Data Protection	<p>The post holder's personal data will be processed in a fair and lawful way, in accordance the Data Protection Act 2018 and with the Privacy Notice.</p> <p>Local Space attaches the greatest importance to data protection for its tenants, staff, and contractors. Employees must act in accordance with Local Space's Data Protection Policy, and in particular in accordance with the employee obligations set out in that policy.</p>
Mandatory training – this can take the form of short webinars, reading materials followed by as test, or traditional training	<p>Corporate Staff</p> <ul style="list-style-type: none"> • GDPR • Introduction to H&S in the office • Equalities <p>Departmental/role specific</p> <ul style="list-style-type: none"> • CX training modules • Using lone working device • Universal Credit Portal usage • Using P2P • Fire Safety Awareness • Safeguarding & DV

Person Specification

Job title

	ESSENTIAL	ASSESSMENT
EDUCATIONAL ACHIEVEMENTS, QUALIFICATIONS, TRAINING	Numeracy and good general education.	Application, Interview
	Recognised housing management qualification or equivalent experience.	Application, Interview
EXPERIENCE AND KNOWLEDGE	An understanding of the issues voids and lettings, as well as the impact these have on the well-being of customers and the responsibilities of landlords.	Application, Test Interview,
	Demonstrable experience of effective working partnerships with multi-agencies, customers, environmental, community groups and police within a performance-based environment.	
	Experience of managing casework and following these through successfully.	
	Knowledge of the legal framework and legislation relevant to social housing and good practice in housing management.	
	Ability to work on own initiative within policies and procedures.	
	Experience of dealing directly with the public, manage difficult situations and delivery high quality customer care.	
	Experience of giving advice to housing applicants and dealing with allocations policies	
	Experience of arranging and managing decanting processes.	
JOB RELATED APTITUDE AND SKILLS	Keyboard skills and ability to use databases and MS Office and ability to extract and interrogate data.	Test and interview
	Experience of using housing management software, in particular, Civica's CX system.	
	Excellent written and spoken communications skills including presenting and negotiation.	
	Ability to see through projects and tasks from inception to conclusion.	
	Ability to manage competing demands on time.	
	Attention to detail, with an ability to problem-solve.	
	Strong negotiating skills, strong team player, and self-motivated.	
ADDITIONAL REQUIREMENTS	Understanding and commitment to equal opportunities.	Application and interview
	Understanding of health and safety in the workplace.	
	Understanding of GDPR confidentiality.	
	The post holder will also be required to have a valid driving licence and daily use of a car for business purposes.	Application