

## Job Description

### Job Title:

Housing Officer

### Directorate and Service/Department:

Central Services/Housing

---

#### 1. Main Purpose of Job

To deliver housing management services to a portfolio of supported properties occupied by vulnerable adults.

#### 2. Position in Organisation

See attached Housing Structure

#### 3. Scope of Job

To provide a generic housing management service to a wide range of different properties including supported living services and registered care homes. The post holder will be responsible for a housing management 'patch' but will be expected to work flexibly with the other Housing Officers to provide an excellent housing service across the full portfolio of properties managed and owned by mcch

#### 4. Responsibility for others

This post does not have any responsibility for other staff

#### 5. Problem Solving

Able to deal with a range of issues in liaison with Support teams, Registered Providers, landlords, tenants, families and contractors. A good understanding of housing law and process together with some technical and welfare benefits knowledge is needed.

#### 6. Resources

To have a good understanding of rents and service charge budgets, including budget setting and management. The post holder will be responsible for maximising income through effective management of rent arrears and voids.

### Key responsibilities

**See Appendix A**

## Job Title

### Housing Officer (Full Time) Person Specification

Criteria	Essential
Qualifications	<ul style="list-style-type: none"><li>• Holds a Housing qualification or equivalent in a related discipline</li><li>• Evidence of continuing professional development appropriate to the level of the role</li></ul>
Demonstrable Knowledge	<ul style="list-style-type: none"><li>• Good understanding of housing law</li><li>• Sound knowledge of housing management</li><li>• Good understanding of supported housing</li><li>• An understanding of the importance of confidentiality</li><li>• A commitment to and promotion of equal opportunities and empowerment of all, encouraging diversity</li><li>• Belief in mch principles of practice and values</li></ul>
Skills/ Experience	<ul style="list-style-type: none"><li>• Experience in housing management</li><li>• Understanding of supported housing</li><li>• Assertive, confident approach to dealing with complex issues.</li><li>• To be able to effectively handle difficult phone calls on a variety of matters</li><li>• Highly organised, able to prioritise and deliver to tight deadlines within a business critical environment</li><li>• Good communication skills both verbal and written with a wide range of people</li><li>• Excellent IT skills and experience of using Microsoft Office, email and searching the web</li><li>• Knowledge and understanding of working within a customer service environment and demonstrates good customer relations</li></ul>

Personal attributes

- Reliable
- Honest
- Flexible
- Resilient
- Creative and innovative
- Able to take initiative
- Resourceful
- Team player
- Respectful
- Understanding and empathetic
- Willing to learn

## **APPENDIX A**

### **Key Responsibilities:**

1. To act as a key point of contact within the Tenant Services' team for tenants and service users, colleagues, contractors, Registered Providers and suppliers. To deliver a generic housing management service to a portfolio of properties occupied by vulnerable adults.
2. To manage a 'patch' of properties undertaking all housing management functions to include considering referrals, preparing tenancy agreements, signing up new tenants, dealing with Housing Benefit claims, managing rent arrears, dealing with tenancy enforcement, setting and managing service charge budgets, liaising with support staff, handling enquiries, property audits and estate inspections and point of contact with Registered Providers.
3. Establishes and maintains an effective working relationship with stakeholders.
4. Plays a role in ensuring mcch complies with regulatory health and safety issues, and ensures we are working in compliance with company policy and procedure.
5. Authorises payment of invoices within limit of delegated authority.
6. Sources suppliers for housing management delivery e.g. gardeners, cleaners.
7. Works alongside support colleagues to facilitate the purchase of furniture, furnishings and equipment to ensure that the properties and home environment are maintained to a good standard.
8. Works as a team player to deliver and develop excellent customer service standards.
9. Collates information of a highly confidential and sensitive nature regarding service users and property related issues for company use, maintaining confidentiality at all times on a need-to-know basis
10. To undertake other duties commensurate with the post and to provide cover for other Housing Officers as and when required.

**Signature of Job Holder**

**Signature of Immediate Line Manager**

**Date of issue**

**Terms and Conditions**  
**Housing Officer (Full Time)**

Salary: £27,329.95

Full time hours – 37 hours per week

Pay Day is the 24<sup>th</sup> of each month

25 days Annual Leave

**Enhancements and Allowances are:**

- Mileage paid at Inland Revenue Mileage Rate – currently 45 pence a mile for business mileage only.

Pension: There is an employer contribution of up to 3% of basic salary (plus any relevant location allowance) dependent upon the employee's chosen level of contribution. If the employee chooses to pay in less than 3% of their basic salary (plus any relevant location allowance), the employer will match the sum paid in by the employee

Free counselling service for employees and their families

Life Assurance Cover