



Job Description

Job title	Housing Officer
Grade	AP2
Department & Post Ref	Operations – Housing Services – Ref O45
Reports to	Area Manager

Position Summary

Main job functions (Note: In addition to these functions employees are required to carry out such other duties as may reasonably be required.)

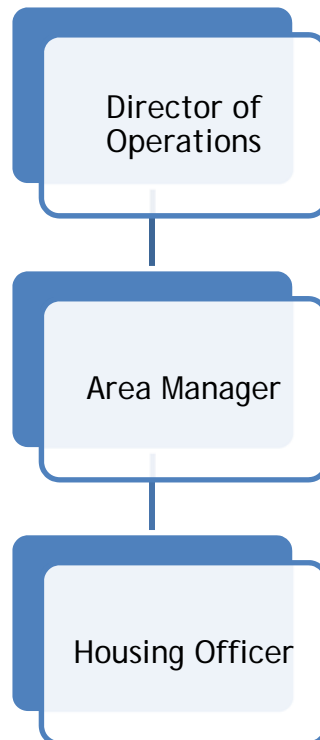
Responsible for providing a housing and tenancy management service in a defined geographic area in line with the Partnership's policies and procedures.

Job Location

Balivanich

Supervisory Responsibilities/Position in Structure

(Attach outline organisation chart, appropriate.)



Main Duties		
Duties/responsibilities (in order of priority)	Approximate % of time to be spent	Key Results
Pursuing rent arrears and ensuring these are minimized, with a focus on preventative action particularly in relation to Universal Credit claimants.	20	
To assist new and existing tenants in claiming Universal Credit and to subsequently ensure effective payment arrangements are in place and being complied with.	20	
Acting as key point of contact for service users to deliver a full estate management service.	12	
Ensuring compliance with the terms and conditions of tenancy requirements including serving Notices of Abandonment.	10	
Actively participate in the allocations process. Undertaking pre-termination visits and conduct new tenancy sign-ups.	8	
Providing support to tenants as appropriate to address personal or life-style issues which affect their well-being or impact negatively on neighbours.	5	
Undertaking home visits in respect of new tenancies, service enquiries, house condition inspections neighbour complaints and anti-social behaviour and resolving issues as appropriate.	5	
Ordering routine repairs carrying out post completion inspection and monitoring contractors performance as appropriate.	2	
Authorising allowances to tenants in line with agreed procedures.	2	
Liaising with tenants, contractors and investment staff as appropriate during investment and other works.	2	
Co-ordinating the work of the Handyman Service.	2	
Providing tenancy references and information with regard to Right to Buy applications.	2	
Working with others to support and empower tenants and residents associations.	2	
Providing performance, financial and management information to the Area Manager.	2	
Liaising with other agencies on housing management issues and attending meetings as required.	2	
Monitoring 3 rd party contracts (e.g grounds maintenance).	1	
To undertake appropriate training and continuous personal development.	2	
Meeting performance targets and standards approved for management area.	N/A	
To comply with all the Partnership's policies and practices with particular regard to HSAW, Equal Opportunities and Confidentiality.	N/A	
To undertake further duties or tasks which are compatible with the grade of the post that may be allocated by the line manager in the interest of the efficiency and effectiveness of the service.	1	
TOTAL	100%	

Criteria – Essential (E) and Desirable (D)

Education & Qualification			
E1	Good general standard of education to HND level or equivalent.	D1	Hold a full or part housing qualification.
E2	Willingness and capacity to undertake a housing related qualification.		
Experience			
E3	Experience of working in a housing organisation or related service.	D2	Experience of working in a small to medium sized housing association.
E4	Experience of providing a service direct to the customer.	D3	Having worked with customers demonstrating challenging behaviour or special needs.
Knowledge			
E5	A knowledge and an understanding of the working elements of a busy office environment where the emphasis is on customer focused services.	D4	Knowledge of how tenants can be brought into the decision making process of a registered social landlord
E6	Working knowledge of a range of ICT business systems and how they can contribute to high quality service delivery.	D5	Broad understanding of homeless legislation in Scotland.
E7	Good knowledge of Scottish housing legislation and the regulations governing housing associations.	D6	Some basic knowledge of dealing with contractors and the technical aspects of maintaining a stock of houses.
		D7	A working acquaintance of combating anti social behaviour agenda in Scotland.
Skills & Abilities			
E8	Communicate effectively both in writing and orally including compiling and presenting reports.	D8	Able to speak Gaelic.
E9	Sensitivity, tact and diplomacy in dealing with difficult and sometimes stressful situations.	D9	Skills needed to work with community based groups ideally tenants groups.
E10	A commitment to working with the general public and an enthusiasm for developing a high quality service.		
E11	Workload management skills and an ability to practice to meet deadlines.		
E12	Good numeracy and ICT skills.		
E13	Able to drive with full licence.		
E14	Knowledge of how performance management can be developed and aid service delivery.		
Other requirements			
E15	Willingness to attend meetings to represent HHP in various locations in the Western Isles often outwith normal office hours.	D10	Proven ability to handle cash and undertake debt recovery work.

E16	Prepared to work out of doors sometimes in inclement weather or in houses which may be in an insalubrious condition.		
E17	Prepared to be flexible in an organisation at an exciting developmental stage which will be challenging and testing but which will present great opportunities to someone with the right attitude.		