North Northants Council – Job Description

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| **Housing Officer** |

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| **Service Area:** | **Housing: Landlord Services** |
| **Reports To:** | **Tenancy and Income Team Managers** |
| **Responsible For:**  | **Effective Tenancy and Income Management Services**  |
| **Scale:** | **SO1 - £30,000 - 32,000** |

**Overall Job Purpose:**

Responsible for providing a first class front line customer focussed and generic housing management service. This will include activities including but not limited to rent arrears recovery, general housing management, enforcing tenancy conditions, low level Anti-Social Behaviour, and estate management viewings, verifying applicants and signing up new tenants.

**Main Duties and Responsibilities:**

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

 **RENT RECOVERY – Officers are expected to:**

1. Carry out effective methods of recovery of rent arrears including contacting customers, agreeing and negotiating affordable repayment plans and interviewing customers.
2. Record clear accurate and concise actions taken to recover debts in accordance with procedures which will include serving Notices and representing the council in the County Court to present or defend cases.
3. Prepare accurate court application paperwork and submit for approval applications for possession and eviction.
4. Monitor compliance with court orders and attend evictions.
5. Take payments for all housing related accounts

**DECISION MAKING– Officers are expected to:**

1. Carry out duties in accordance with policies and procedures. There will be occasions when the post holder will be required to use their own initiative to make effective decisions to situations with unique circumstances.
2. Decisions to pursue eviction will be made by the Housing Officer and submitted to the Income Tenancy Manager for approval.

**DEBT MANAGEMENT– Officers are expected to:**

1. Complete financial statements to analyse and offer budgeting and debt advice appropriate to individual household income and expenditure.
2. Assist tenants to find solutions for other debts by giving advice and support on changing utility providers and tariffs, supporting tenants to speak to creditors to negotiate affordable repayment plans and refer complex cases to specialist independent agencies.
3. Promote different rent payment options for any money owed to the Council.

**BENEFITS ADVICE– Officers are expected to:**

1. Assist tenants in applying for housing related benefits and encourage those who are facing financial hardship to apply for Discretional Housing Payments.
2. Ensure tenants are claiming all benefits available to them to maximise their household income when applicable and Identify opportunities to make applications to charitable trusts.
3. To maintain a working knowledge of current welfare benefits and any changes.

**SUSTAINING TENANCIES – Officers are expected to:**

1. Officers will ensure support is in place to help tenants to sustain the tenancy and offer assistance to address issues identified.

1. Identify vulnerable tenants and make referrals to relevant agencies for example social services and work with the agencies to ensure the tenant has all the support needed to sustain a successful tenancy.
2. Encourage tenants to take up an affordable content’s insurance scheme.

**LETTING HOMES – Officers are expected to:**

1. Take photographs of properties externally for the purpose of adverting for re-letting Conduct verification home visits for prospective tenants.
2. Undertake viewings of empty properties and accurately prepare and complete tenancy agreements and the associated signup paperwork ensuring applicants are aware of their obligations and responsibilities as a tenant.
3. Administer he downsizing scheme and promote the financial benefits to tenants who are under occupying their homes.

**GENERAL TENANCY MANAGEMENT – Officers are expected to:**

1. Visit all new tenants to ensure that they are conducting their tenancy satisfactorily and to offer any assistance and advice.
2. Investigate applications for transferring tenancies, exchange, tenancy changes and succession of accommodation, taking all necessary action and submitting reports and recommendations to the Tenancy Team Manager
3. Investigate incidents of property abandonment.
4. Inspect property defects, reporting where necessary to the appropriate officer and arranging for any recharge of costs.
5. Arrange emergency accommodation for tenants, where properties have been damaged by fire or flood and deemed uninhabitable.
6. Complete referrals to the Occupational Therapist for a recommendation on adaptations required.
7. Hand deliver gas, access notices and complete a certificate of service.
8. Conduct Post Tenancy visits for new tenants and Tenancy Reviews and Property inspections.

**ANTI SOCIAL BEHAVIOUR – Officers are expected to:**

1. Investigate complaints of ASB, neighbour nuisance, neighbour disputes and work closely with the Community Safety team and the Police.
2. Collate evidence, prepare witness statements and complete all the necessary court papers attending court and give evidence on the Council’s behalf as necessary to secure possession, injunctions or corrective behaviour orders.
3. Enforce tenancy conditions and advise the Tenancy Team Manager of any breaches which require legal action.

**PERFORMANCE MANAGEMENT** **– Officers are expected to:**

1. Manage their own personal performance by ensuring timely responses and targets are met.
2. Record and update records for correspondence, calls, general enquiries, complaints, Applications, Councillor and MP enquiries.
3. Action tenancy management applications and estate management reports within the timescale to ensure targets are met.
4. Answer phones within target to ensure targets are met

**OTHER – Officers are expected to:**

1. Consider applications for alterations and improvements received.
2. Undertake preliminary inspection of properties on receipt of applications to transfer to alternative accommodation or Mutual Exchanges .
3. Consider where appropriate requests for tree felling works.
4. Respond to stage one MP & Councillor enquires and tenant complaints.
5. Attend, CAF, JAG, Child Protection and other similar partnership group meetings to represent the council
6. Liaise with other departments, landlords and external agencies to share and gather accurate information
7. Action all routine estate management matters within the area and take the necessary action to resolve the matters.
8. Maintain a working knowledge of computer software appropriate to the duties and responsibilities.

The post holder must be flexible to ensure the operational needs of the departments are met. This includes undertaking duties of a similar nature and deemed broadly consistent with the job description and level of the post. Post holders should note it is the practice of this Authority to periodically examine job descriptions, update them, and ensure they relate to the job performed which may result in proposed changes being made.

**Additional Information / Local Agreements attached to this post**

*Post holder must be willing to attend evening meetings as and when required, There may be a need to work outside normal office hours*

*Post holder must be willing to travel*

*Post holder must hold a valid driving licence and will be expected to provide a car for which a Casual User Car Allowance will be paid.*

*The position requires the post holder to carry out a considerable degree of lone working*

*Housing officers entering residents homes may face tenants who are highly stressed or emotional and maybe under the influence of drugs or alcohol.*

*Officers will on occasion deal with aggressive tenants or tenants who suffer from mental health issues.*

*The post holder will be expected to undertake such further training as required*

*to properly fulfil the above duties*

*The post holder will be required to work in all areas of the Borough*

*The officer is expected to operate generically providing support to other employees as is reasonable*

I have read and understood the job description and sign to accept the above terms and conditions of employment.

Employee Signature Date:

Authorisation Signature Date:

**Corby Borough Council – Person Specification**

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

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| **Criteria** | Skills, Knowledge, Experience etc | **Essential / Desirable** | **Method of Assessment** |
| **Education / Qualifications** | 5 GCSE's or equivalent  | E | Application  |
| Degree BTEC or NCQ IN Housing Studies  | D | Application  |
| Relevant Professional Qualification  | D | Application  |
| **Experience** | A minimum of 3 Years experience working in a Housing Service (preferably Social Housing) | E | Application/ Interview |
| Working knowledge and understanding of the legal, statutory and any other relevant provision governing housing | E | Application/ Interview |
| Customer Interviewing Skills  |  |  |
| **Knowledge** | Housing/ Tenancy Management  | E | Application/ Interview |
| Welfare Benefits  | E | Application/ Interview |
| Rent recovery and Debt advice  | E | Application/ Interview |
| Homelessness Legislation  | D | Application/ Interview |
| Performance Management  | D | Application/ Interview |
| Health and Safety  | D | Application/ Interview |
| **Skills & Abilities** | Ability to build relationships with individuals who have multiple or complex needs. | E | Interview  |
| Ability to present facts and challenge decisions  | E | Interview  |
| Ability to make decisions  | E | Application/ Interview |
| Good communication and IT Skills  | E | Application  |
| Able to demonstrate a firm but fair approach to managing customer services and relationships whilst maintaining a professional attitude | E | Interview  |
| Ability to work under pressure to meet deadlines and targets  | E | Interview  |
| **Motivation and Personality** | Able to prioritise workloads and meet deadlines | E | Application/ Interview |
| Committed to sustained improvement | E | Application/ Interview |
| Customer focussed | E | Application/ Interview |
| Committed to equality & diversity | E | Interview  |
| Flexible approach to working hours  | E | Application/ Interview |
| Team player | E | Application/ Interview |
| **Miscellaneous** | Driving Licence and use of a vehicle  | E | Application  |
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