

JOB PROFILE



Job Details

Job Title	Housing Officer	Service Area	Housing Services
Based	RSHA Offices	Report to	Housing Services Manager
		Responsible for	N/A
Grade	EVH Grade 7 (EVH PA22-25)	Date Completed	October 2021

Job Summary

Operating within a strong performance culture you will be expected to deliver excellent performance results. You will be a visible and familiar face within our communities. You will be empowered to deliver right 'first time' services, offering personalised solutions for your customers and the communities in which they live. You will be instinctively customer focused and have a "find a solution" attitude to ensure that our customers' experience of service remains positive. You will understand the importance of working with partner agencies to achieve great outcomes. You will have a key role in ensuring the outcomes of the Scottish Social Housing Charter are met for our tenants.

Behaviours & Competencies

Our Organisational Competencies

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgment
- Taking personal pride
- A sense of humour

We want our Housing Officers to be able to demonstrate the following behaviours and competencies:

- An understanding of and a strong commitment to the principles of customer service.
- Ability to operate independently and as part of a team.
- Accomplished time management skills.
- Ability to plan effectively and prioritise workloads so that all deadlines and targets are achieved.
- Ability to work under delegated authority, with minimum supervision.
- Excellent communication and interpersonal skills and a good listener.
- Remove the barriers that get in the way of delivering excellent customer service.
- Self-aware and self-motivated to realise your full potential and ability to inspire others to achieve their full potential.
- Ability to take responsibility for own learning and continuous improvement.
- Ability to represent Rural Stirling Group (RSG) in a positive and effective manner.
- Show a willingness to participate and contribute effectively to the wider staff team.
- Share appropriate information openly and encourage two-way dialogue, creating an environment of trust.
- Demonstrate a high level of integrity and confidentiality.
- Use professional judgment to achieve creative solutions and deliver great outcomes for customers.
- Computer literate, with knowledge of PC based office management systems.
- Take responsibility for achieving excellent performance results.
- Take personal pride in getting the job done; put customers at the heart of everything we do.
- Flexibility and a willingness to respond to the dynamic and changing needs of our organisation.

Knowledge

Essential

- Our Officers must demonstrate the behaviours and competencies identified above.
- Extensive knowledge of housing legislation and regulation.
- Knowledge of housing benefit and welfare reform.

Experience

Essential

- Experience in all key aspects of housing management – rent arrears, void management, allocations, tenancy management and dealing with anti-social behavior.
- Track record of achievement in delivering front line housing management services and achieving individual and team objectives.
- Record of successful customer engagement.

Desirable

- Identifying, reporting and organising repairs.
- Liaising with other agencies / community organisations to solve problems & improve local conditions / services.

Skills

Essential

- Report writing
- Policy & procedure writing
- Able to deal sensitively but assertively with difficult tenancy issues
- Performance analysis and bench-marking
- Proficient in the use of Microsoft Office systems

Desirable

- Use of SDM housing software

Education and Qualifications

Essential

- Educated to Higher level or equivalent
- A professional housing qualification (Minimum - CIH Level 3 Certificate in Housing Practice)

Desirable

- Educated to degree level in a relevant area of study

Job Outputs

Role output	Includes the requirement to:
Deliver a comprehensive range of housing services	<p>Be effective, efficient, and proactive in managing:</p> <ul style="list-style-type: none"> • Rent and service charge collection and all related debt recovery • Housing benefit / universal credit support • Allocations • Housing options and advice • Void management and turnaround • Letting, including furniture options where required • Tenant liaison for investment delivery • Anti-social behaviour • Tenancy enforcement • Community development / capacity building • Neighbourhood management • Adaptations
Ensure effective communication with customers and partners	<ul style="list-style-type: none"> • Be a visible and familiar face within your community • Provide customers with a full range of housing information and advice including property / area profiles, likely availability, exchange advice, other tenures, rent levels, income & expenditure assessment, benefit entitlement and all application support • Undertake a programme of regular customer visits to determine different customer profiles and service needs • Ensure customer commitments are delivered • Resolve customer issues and complaints and apply creative thinking to identify personalised solutions • Attend meetings with customers to lead initiatives or resolve particular issues • Advocate on behalf of customers with relevant partner agencies
Deliver continuous improvement in customer satisfaction and business performance	<ul style="list-style-type: none"> • Work with colleagues to continuously review and improve ways of working to streamline and drive out waste • Participate at team meetings to share ideas / issues to achieve continuous improvement • Build external networks to learn from others and ensure the Association is at the forefront of best practice • Ensure we are a top performing RSL amongst peer groups continuously striving to better our performance across the range of key performance indicators including customer satisfaction • Effectively manage budgets ensuring that money is spent wisely and represents value for money
Support / lead community capacity building	<ul style="list-style-type: none"> • Act as a community anchor to help build the capacity in local groups to develop their area to meet their needs • Ensure a positive environment for people to enjoy a good quality of life • Fully engage our communities in discussions, decisions and actions around their needs, problems and create the ability for them to work on equal terms with service planners and providers to deliver the right solutions • Support our tenants and communities to be able to actively engage and interact with online services in a society that is becoming “Digital by default” • Identify funding solutions for community development projects Identify and contribute to wider action and partnership initiatives

Well maintained, attractive and vibrant communities	<ul style="list-style-type: none"> • Identify and report local repairs, void relets requirements and maintenance issues within our properties and communities • Provide service feedback to the Asset Management team to support effective contract management of suppliers • Support the Asset Management team with the development of the rolling 3-year investment programme and annual investment delivery programme for the area • Manage all customer interaction on response, planned maintenance, compliance & investment delivery • Play an active role in liaising with statutory agencies / contractors to ensure that environmental standards are maintained • Identify funding solutions for environmental activity, including access to public and other funding
Corporate / Community Governance	<ul style="list-style-type: none"> • Attending Board meetings to present reports as required • Attend local community activities / meetings where required • Support and develop tenant and resident groups, attending meetings when required (these may be out with normal office hours) • Own and keep up to date all required policies and procurements for your area of business observing regulatory and legal requirements and best practice
Ensure Compliance with professional, regulatory, statutory, and corporate requirements	<ul style="list-style-type: none"> • Ensure compliance with tenancy conditions by tenants • Ensure access to customers' homes for inspections, repairs, gas servicing including legal enforcement where required • Comply with and implement all legislation and all our policies and procedures • Act ethically and with integrity, taking account of the employee code of conduct
Other	<ul style="list-style-type: none"> • Deputise for the Housing Services Manager as required • Promote and foster a strong, ethical, friendly and efficient team culture and working environment • Consistently maintain a high level of confidentiality and discretion with all information relating to the business • Such other relevant duties as may be determined from time to time
Interdependencies	
<ul style="list-style-type: none"> • Chief Executive Officer / Executive Team • RSG Board / Committee • Housing Services Manager • Income Maximisation Officer • Asset Management colleagues • Finance colleagues • Tenants & other customers • Partner agencies • Contractors 	