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| Role profile | |  | | |
| **Job Details** | | | | |
| **Job Title:** | Housing Officer | | **Service Area:** | Customer Services |
| **Based:** | Beardmore House | | **Report to:** | Customer Services Team Leader |
| **Grade:** | EVH Grade 7 (PA22 to PA25) | | **Date Completed:** | June 2020 |
| **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 “solution focussed” attitude to ensure that our customers’ experience of our 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 required outcomes of the Scottish Social Housing Charter are met for our tenants.  You will work with Customer Service colleagues to ensure that DPHA’s performance as a landlord is exceptional, and through effective housing management practice we fulfil and exceed our customers expectations, ensuring we provide value for money when it comes to rents and the delivery of our services. This will include void management, repairs, allocations, lettings and arrears collection. In addition, you will provide tenant related services in respect of complaints and anti-social behaviour and contribute to performance reporting and policy development.  As part of the Customer Services Team, you will help to deliver the objectives set out in the Business Plan, continue to self- develop and seek out opportunities where improvements can be made in our day to day business. | | | | |
| **Behaviours and Competences:** | | | | |
| **Our Organisational Competencie****s:**  We want to be at the HEART of our community and have its needs at the HEART of all that we do and we have created a culture that reflects this: | | | | |

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| **Here** | **Excellent** | **Accountable** | **Results** | **Together** |
| Be here  Be available  Own issues  Find Solutions | Be the Best  Create and tailor better services  Review and Improve | Be open and honest  Be well organised | Be at the top  Tell all how and what we are doing  Find ways to do better | Be inclusive  Treat all with care and respect  Listen and act |
| **We want our Housing Officer to demonstrate the following behaviors and competencies** | | | | |
| * Listen to customers * Take initiative * Committed * Proactive * Put customers first * Deliver solutions * Self-motivated * Flexible | * Achieve Excellence * Customer Focused * Take personal pride * Self-aware * Technologically aware * Computer literate * Creative | * Take personal responsibility * Personally effective * Planning and prioritising * Professional at all times | * Communicate effectively * Goal orientated * Strong work ethic * Builds constructive relationships * Performance driven * Respond to change | * Inclusive * Team player * Collaborative * Listen carefully * Caring and Respectful * Create an environment of trust |

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| **Person Specification:** |
| **The essential/desirable criteria for this post are detailed below:** |

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|  | **Essential** | **Desirable** | **Evidence** |
| **Education and Qualifications** | Educational qualifications at higher education level in a relevant subject or equivalent will be essential (solid work experience operating in posts at or around this level can compensate for the lack of formal qualifications). | Professional qualification in housing or related discipline  Educated to degree level in a relevant area of study  Chartered Institute of Housing Membership, Certified or above | Application Form |
| **Experience** | Experience working in a housing role or similar, actively working for customers who have complex needs  Use of IT systems and packages including Microsoft Office  Effective use of Housing Management IT systems or software  Experience of working with the public | Working with national and local housing policy and strategy | Application form  References  Interview |
| **Specialist Knowledge** | Can demonstrate making positive improvements to housing standards and communities  Can demonstrate good knowledge of housing policy and an active role in implementing best practice  Knowledge of core social housing management tasks, including estate management, income management, allocations and anti-social behaviour  Knowledge of current issues surrounding social housing and how these affect our customers  Knowledge of social landlord policies and practices related to social housing tenancy allocation and related issues  Knowledge of homeless protocols and issues  Knowledge of support services including social care, health care and supporting people issues | Can demonstrate having worked directly with tenants’ groups  Knowledge of current issues and legislation affecting the housing movement  Knowledge of Scottish Social Housing Charter | Application form  Interview  Pre/Post-Interview Check (if appropriate) |
| **Skills and abilities** | Excellent verbal and written communication skills  Customer centred approach, flexible, confident and assertive manner  Excellent computer literacy and numeracy skills  Ability to meet demanding personal and team deadlines  Ability to form effective working relationships with internal and external customers.  Ability to analyse and diagnose problems and implement effective solutions  Commitment to cross organisational team working | Experience of using Castleton IT systems | Application form  References  Interview |
| **Personal Attributes** | Solutions focused  Self-motivated  Enthusiastic and flexible  Maintain confidentiality at all times. |  | Application form  Interview |
| **Other** | Clear and clean PVG Scheme record  Flexibility to work out with office hours e.g. for evening visits to tenants, attend meetings etc. | Full driving license and access to own transport for business purposes. | Application form  Interview  Pre/Post-Interview Check (if appropriate) |

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| A Disclosure Scotland check will be required for this post. | |
| **Job Outputs** | |
| **Role output:** | **Includes the requirements to:** |
| Deliver a comprehensive range of housing services | Be effective, efficient and proactive in managing:   * Rent and service charge collection and all related debt recovery (inc. former tenant and recharges) provide recommendations for write offs and obtain authorisation for all financial transactions * Housing benefit/ universal credit support * Allocations * Housing options and advice * Void management and turnaround * Repairs and maintenance * Customer liaison for investment delivery * Anti-social behaviour * Tenancy enforcement and legal procedures * Community development/ capacity building * Understanding tenants’ wider support needs and how to signpost to these * Neighbourhood management * Monitor performance against KPI’s |
| Ensure effective communication with customers and partners | Be a visible and familiar face within our 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 in accordance with DPHA’s behaviours and competences.  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.  Ensure we keep customers informed through a range of various methods. |
| Deliver continuous improvement in customer satisfaction and business performance | Assist with delivering Customer Service objectives from the business plan.  Work with colleagues to continuously review and improve ways of working to streamline processes and drive out waste.  Work effectively in close partnership with Customer Service colleagues to ensure seamless and effective delivery of our services.  Participate at team meetings to share ideas/ issues to achieve continuous improvement.  Build external networks to learn from others and ensure DPHA is at the forefront of best practice.  Ensure DPHA is 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 to ensure that money is spent wisely and represents value for money.  Staff supervision, development and management as required.  Ensure equalities and human rights are at the heart of our service delivery.  Deliver training and provide advice and assistance in areas of professional expertise. |
| Support / lead community capacity building | Act as a community anchor to help build the capacity in local groups to develop their community to meet their needs.  Ensure DPHA works to provide a positive environment for people to enjoy a good quality of life and improved wellbeing.  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 | Identify and report local repairs, void re-let requirements and maintenance issues within our properties and communities.  Provide service feedback to the Asset Officers to support effective contract management of suppliers.  Support the Asset Officers with the development of the rolling 5-year investment programme and annual investment delivery programme for the area.  Lead on all customer interaction on response, planned maintenance, compliance & investment delivery in your area of responsibility  Monitor the stair cleaning and estate management contracts and carry out regular close inspections to ensure the common areas are clean and well maintained.  Play an active role in liaising with statutory agencies/ contractors to ensure that environmental standards are maintained. |
| Corporate/ Community Governance | To undertake an individual role in line with DPHA's Strategic Priorities and in compliance with DPHA's corporate policies and procedures.  Attending Committee meetings to present reports as required (these may be out with normal office hours).  Own and keep up to date all required policies and procedures for your area of business observing regulatory and legal requirements and best practice.  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).  Contribute to Health and Safety Working group and undertake training as required. |
| Ensure Compliance with professional, regulatory, statutory and corporate requirements | 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 regulatory requirements, legislation and all of our policies and procedures.  Act ethically and with integrity, taking account the Scottish Housing Regulator’s Regulatory Standards and the employee code of conduct.  Within own areas of responsibility, maintain accurate information systems and ensure compliance with GDPR and FOI.  Mange risks and ensure compliance with Health and Safety legislation. |
| Other | Such other relevant duties as may be determined from time to time.  Commitment to continuous personal development. |
| **Interdependences:** | |
| * Customer Services Team Leader * Asset Officers and Customer Service Assistants * Extended DPHA staff teams * Tenants, owners and other customers * Contractors, suppliers, consultants * Management Committee, * Partner agencies: WDC, WDHSCP, DWP, CAB, public utilities, Internal Auditors, local resident and community groups, | |