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| Job Title : Housing Officer | Location: Sutton Gate | |
| Reports to: Housing Officer Team Leader | | Band : 2 |

Purpose: Working together to deliver homes and communities where residents feel happy and secure.

Values: High Performing, One Team, Make it Happen and Excellent Customer Service.

| Responsibilities & Outcomes | Skills & Experience | Expectations |
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| <p>Key Responsibilities</p> <ul style="list-style-type: none"> To be the first point of contact for customers and visitors; dealing effectively with customer enquiries by phone, email, post and face to face, professionally and respectfully in line with SHP's service standards and the New Deal. Respond appropriately to enquiries, comments or complaints made by residents, relatives and other agencies in line with SHP procedures. Provide excellent advice and information to residents on all matters in relation to their tenancy, Welfare Benefits, Universal Credit, tenancy sustainment, community development and older persons housing in a consistent and professional manner. To act promptly and professionally in respect of all reports of anti-social behaviour and other breaches of tenancy conditions. Promptly respond to all reports of domestic abuse and escalate these to the Domestic Abuse Officer and Housing Manager to ensure this is responded to appropriately in line with SHP's Policies and Procedures. To make low level rent arrears repayment agreements in line with our Rent Arrears Recovery Procedures and escalate high level arrears to the appropriate Housing Manager. Enforce SHP's arrears recovery policy by undertaking proactive discussions with residents and signpost to the Welfare Support Officer to help residents maximise their income and reduce indebtedness. | <p>Essential</p> <ul style="list-style-type: none"> Proven experience of providing excellent customer service. Consistently works to a high standard and seeks to continually improve Proven ability to provide accurate and clear responses to routine customer enquiries - in writing, face to face, via digital media or by telephone. Communicate calmly, clearly and appropriately, in person and on the telephone, with a wide variety of vulnerable people, especially in stressful and difficult situations Listens, anticipates and seeks to exceed the expectations and needs of our residents. Ability to work as part of a team and on your own. Takes responsibility and is accountable for personal behaviours, decisions and effectiveness. Resilient, adaptable and solution focused. Proven ability to work methodically, follow agreed procedures and accurately record data and information. Competent in using Microsoft Office and G Suite Be literate and numerate to a level required to do the job in a professional and accurate manner. Efficient use of time and works in a well-structured way Able and willing to follow procedures. | <ul style="list-style-type: none"> Responding to correspondence, telephone calls, emails and complaints in accordance with SHP service standards and timescales. Seeks to improve performance and takes responsibility for own personal development. Actively embraces SHP's ethos and culture by becoming involved in projects and working groups to improve the services we provide to our residents, internal and external customers. Represents the Housing Officer Team at meetings. Being an effective part of the team and supporting colleagues in periods of absence of sickness. Comes prepared to meetings and actively participates in these. Working proactively to achieve SHP aims and objectives by meeting individual targets as agreed via Appraisal/supervision. Using information technology accurately and effectively in accordance with SHP codes of conduct. Collaborating positively with all SHP staff to cover essential customer services as necessary. Occasionally attending meetings with the Council and external agencies and resident forum's, meetings and activities as required. Working at all times in accordance with all SHP's policies, procedures and service standards for delivery of the service and ensuring compliance. Consistently achieving a high level of satisfaction from residents. Building effective relationships with SHP colleagues, statutory and voluntary agencies and stakeholders such as LBS, Age UK, Encompass, NHS, volunteers, housing providers. |

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| <ul style="list-style-type: none"> Actively encourage take up of direct debit as a payment method to reduce rent arrears and indebtedness. Refer to the Council's Fraud Team when there is suspicion of possible tenancy or benefit fraud. Support the Housing Officer Team Leader to collate data to provide to the People and Places Lead, EMT, Managing Director and Board monthly to ensure we meet targets set by both the Board and LBS in relation to our key performance indicators, targets and service standards. Undertake safeguarding and other referrals in respect of vulnerable residents or residents at risk and report all concerns to the Housing Officer Team Leader, for escalation where necessary. Record all customer interactions on our Customer Interaction systems, data systems and other systems as requested. Actively support and encourage take of all projects that SHP is undertaking and signpost our residents to these. Using GDPR guidance, record accurate details of referrals, emergencies, accidents and safeguarding reports in line with SHP's policies and safeguarding procedures. Support, when necessary for reception and other customer facing sections when required. ie repairs and covering colleagues in the Housing Officer Team for periods of sickness or leave. | <ul style="list-style-type: none"> Shows commitment to the working environment, colleagues, customers and needs of the organisation Responds positively to changing business needs and adapts behaviours accordingly Builds and maintains good relationships with customers and colleagues. Delivers accurate and clear information via the most appropriate method to ensure complete understanding. Encourages the contribution of others and respectfully takes their views into account. Knowledge and experience of problem solving and decision making <p>Desirable</p> <ul style="list-style-type: none"> Experience of administrative systems and procedures Understanding context of social housing Good negotiation skills Experience of using Google [google hangouts, documents, mail, sheets | <ul style="list-style-type: none"> Responding to Safeguarding for vulnerable adults, engaging with Adult Social Care, Mental Health Services. Undertaking at least one resident involvement activity each year. | |
| | Driving Licence | No | |
| | Business Insurance/Own Car | No | |
| | DBS | Yes | |
| | Mobile Working | | |
| | Evenings/Weekends | Expected Occasionally with notice | |

HOUSING OFFICER

Guided by our HOME Values:

- **High Performing** – Continuously learning and improving
- **One Team** – Work together to be the best
- **Make it Happen** – Responsible for positive change
- **Excellent Customer Service** – Putting customers at the heart of what we do

| We Value: | How we do this: | We Value: | How we do this: |
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| <ul style="list-style-type: none"> ● High Performing ● Continuously learning & improving | <ul style="list-style-type: none"> ● Social hearts and commercial minds ● Understand our business and the roles we play ● Set ourselves challenging goals ● Understand our contribution and how we make a difference ● Thorough understanding of the housing sector and what's on the horizon ● Be confident and take responsibility ● Be ambitious, innovative and target driven ● Be diligent and have attention to detail | <ul style="list-style-type: none"> ● One Team ● Work together to be the best | <ul style="list-style-type: none"> ● Keep it simple ● Show pride in who we are and what we do ● Get to know colleagues and customers and understand what teams do, maintaining strong partnerships ● Encourage team spirit, fun, passion, enthusiasm ● Support others in their learning and development ● Value everyone and encourage diversity ● Be open and honest with each other |
| <ul style="list-style-type: none"> ● Make it Happen ● Responsible for positive change | <ul style="list-style-type: none"> ● Think customer first ● Lead by example, make informed decisions and take action Listen, seek to understand and be solution focused Be creative, proactive and innovative - think outside the box ● Always go the extra mile ● Have a “can do” attitude ● Take the initiative to solve problems | <ul style="list-style-type: none"> ● Excellent Customer Service ● Putting customers at the heart of what we do | <ul style="list-style-type: none"> ● Actively engage with all our stakeholders ● Show respect for all and provide a friendly and professional service ● Take responsibility to see things through to the end ● Do what we say we are going to do ● We all take responsibility for excellent customer service |