



FIRST CHOICE HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION – HOUSING OFFICER

Responsible to: Operational Housing Manager (OHM)

Secondary Accountability Director of Corporate Services

1.0 HOUSING RESPONSIBILITIES

1.1 To deliver a range of housing services relating to the management and letting of tenancies ensuring effective delivery of services to all tenants including responding to tenancy breaches and anti-social behaviour , allocations , nominations and voids and arrears

1.2 Provide support and assistance to tenants, ensuring appropriate information is given to make best use of their resources and accommodation.

1.3 Establish and build excellent relationships with applicants, tenants and other stakeholders (i.e. police, support providers, local authorities) which enable a proactive and non-judgemental tenancy management and rent collection service to our customers.

1.4 Update tenant and property information records and maximise the use of new and existing IT systems to improve rent information held for client and audit purposes

1.5 Respond to day to day housing management demands quickly and effectively in line with housing legislation and the Association's policies and procedures

1.6 To deliver the association's Financial and digital inclusion initiatives, ensuring targeted delivery to tenants

1.7 Assist the Operational Housing Managers throughout Wales in the execution of their duties.

1.8 Ensure all admin tasks are carried out within the housing function as directed by the OHMs.

1.9 Provide a comprehensive, efficient and effective customer service to all tenants concerning their housing needs, ensuring a customer focused approach

1.10 Pro-actively monitor rent accounts to maximise rental income in conjunction with the OHMs

1.11 Participate as a member of the Housing team and other working groups as necessary and put forward suggestions for improving the overall service to customers

2.0 TENANT PARTICIPATION /SERVICES

- 2.1 Promote and participate in the process of tenant consultation and participation including providing information to tenants and attending tenant participation events. Occasionally these are held out of hours.
- 2.2 Ensure that we provide opportunities for tenants to influence the way services are delivered and that tenants are fully involved in decisions regarding their homes and community
- 2.3 Assist in the gathering of tenant data through tenant profiling and use relevant information to tailor services accordingly.
- 2.4 To plan and facilitate the running of the association's Tenant Ivor Voice Clubs and other workshops and events in conjunction with the OHM.
- 2.5 To be responsible for overseeing the production of a Tenants Newsletter.
- 2.6 Provide accessible information and communication, encouraging tenant participation at events.

3.0 WELFARE REFORM /OTHER

- 3.1 To mitigate the impact of welfare reform which affect the ability of tenants to pay their rent, service charges and other charges through working in partnership with others to find meaningful and creative solutions.
- 3.2 Remain up-to-date with welfare benefit regulations and changes to be able to provide accurate advice and assistance to stakeholders and support for colleagues.
- 3.3 Work closely with the OHMs to assist with the implementation of the rent arrears policy and to support the principles and delivery of Welfare benefit reform
- 3.4 Undertake any other duties commensurate with the post

Signed Postholder

Date

Signed Manager

Date