



## Job Description

### Senior Housing Officer

**Location:** 446 Fulham Road, London SW6 1DT but required to visit other Stoll developments and properties.

**Responsible to:** Housing Services Manager

**Responsible for:** Housing Officers, Cleaner and Maintenance Assistant

### Job purpose

- Responsible to the Housing Services Manager for ensuring the delivery of a customer focussed housing and tenancy management service to ex-service personnel and their dependents.
- To ensure the provision of an effective and responsive housing and tenancy management service to all Stoll tenants.
- To cover for and support the Housing Officers, carrying out patch management duties as and when required.
- To be responsible for ensuring agreed performance outcomes and objectives.

### Key Accountabilities

#### Lettings, allocations and voids management

- To oversee the Applications and Allocations process, working with the Housing Administrator to ensure that all housing and transfer applications are processed effectively and voids on the patch are efficiently allocated and re-let targets met.
- Oversee viewings, sign ups and new tenant visits, ensuring good partnership working with the support team to ensure new tenants are aware of their rights and responsibilities and are fully supported through the process in order to successfully sustain their tenancies.
- Carry out void inspections in the absence of the Senior Maintenance Officer and arrange the appropriate remedial work in consultation with the Housing Manager.

## **Tenancy management, rent arrears and tenancy enforcement**

- Manage the Housing Officer (Income) to ensure all rent arrears are effectively monitored and action taken in accordance with Stoll policy and procedure.
- Ensure that tenants are supported to obtain independent advice from relevant agencies enabling them to maximise their income, and to reduce rent and other forms of arrears plus enabling them to sustain their tenancy.
- Manage the Housing Officer (Tenancy) to provide an effective tenancy management service including dealing with issues of succession, name changes, change in circumstances and breaches of tenancy.
- Ensure that all cases of nuisance and anti-social behaviour are actively managed, taking appropriate action including the enforcement of tenancy conditions in accordance with Stoll policy and procedure.
- Ensure regular estate inspections are undertaken and appropriate action is taken to resolve issues identified.

## **Tenant participation and engagement**

- Support, encourage and facilitate tenants to be involved in decision making, to the extent that they wish to participate and are able to contribute to improvements in service delivery.
- Ensure that tenants are kept informed and consulted , including contributing to the preparation of the tenant newsletter.

## **Staff Management**

- Manage, develop and support the Housing Officers, Cleaner and Maintenance Assistant undertaking regular one-to-ones and performance reviews in accordance with Stoll's policies and procedures.
- Assist with staff recruitment, induction, training and development enabling them to deliver quality services.
- Coach and support staff to tackle issues of poor conduct or performance in accordance with Stoll's policy and procedures.
- Ensure staff provide an effective, high quality, customer focussed service to tenants and residents of Stoll

## **Working in a team and with others**

- Contribute positively to working in a team and across Stoll to deliver quality services to tenants/residents.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.

- Liaise and work with other agencies including housing, health and social care professionals as required.
- Act in a professional manner while on duty and when representing Stoll.

#### **Financial control**

- Ensure that good financial and welfare benefits advice is offered to tenants, using partner agencies where appropriate.

#### **Record keeping and data management**

- Maintain accurate and up to date tenancy files and records ensuring that information is understandable and reviewed regularly.
- Maintain confidentiality of records and information relating to tenants in accordance with Stoll's Data Protection policy and procedures.

#### **Quality and regulatory compliance**

- Understand the legal framework in which Stoll provides housing and support to tenants and residents.
- Continuously look to improve the quality of services responding positively to customer feedback and complaints

#### **Health and Safety**

- To review the operating practices of the Maintenance Assistant and Cleaner on a regular basis in conjunction with the Housing Services Manager to ensure they remain healthy and safe.
- Work in accordance with Stoll policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

#### **Equality and diversity**

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking into account individual needs and requirements.

#### **Other**

- Carry out any other duties as required by the Housing Services Manager or Director of Housing and Development.

## Person Specification

### Senior Housing Officer

#### Experience

Two years housing management experience working for a local authority or housing association.

One year staff management experience.

#### Knowledge

Knowledge of lettings and allocations, rent collection and arrears management, repairs and maintenance, tenancy disputes and anti-social behaviour policies and procedures and their application

Understanding of the legal framework and regulatory context in which Stoll operates and the role of local authorities and Registered Providers in providing housing services

Experience/knowledge of the issues facing the ex Service community especially those Veterans with support needs.

#### Education and Training

Educated to GCSE standard or equivalent – minimum of five GCSE's at grade C or above including Maths and English

Working knowledge of housing legislation, including tenancy enforcement, debt recovery, anti-social behaviour.

Working knowledge of welfare benefits, especially Housing Benefit.

Demonstrable commitment to and evidence of continuous professional development and learning

#### Core Competencies

##### Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

##### Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
- Informs colleagues of successes, challenges and developments

## **Team working**

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

## **Support of Equality and Diversity**

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

## **Delivers a High Quality of Work**

- Produces accurate, thorough, and professional work
- Plans and manages own work load, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

## **Commitment to Health & Safety**

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

## **Management & Leadership Competencies**

### **Leadership**

- Inspires others, developing and sustaining motivation and pride in our work
- Delegates work appropriately and looks to empower colleagues at given opportunities
- Communicates effectively in a manner which involves colleagues
- Follows policy and procedures and encourages others to do so

### **Managing Performance**

- Sets and reviews clear, challenging and achievable objectives with both teams and individuals
- Recognises areas of concern and identifies and delivers solutions
- Applies Stoll’s HR Policies & Procedures effectively

### **Managing Resources**

- Identifies needed resources and contributes to the process of trying to secure them
- Manages costs and resources effectively

## **Managing Change & Quality**

- Leads the process of planning change and new projects in a manner which is clear and accessible – and follows those plans

## **Frontline Competencies**

### **Working with Customers**

- A focus on maximising the independence of our Customers in all interventions
- A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Customers to improve their life situation
- The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
- An understanding of support issues particularly relating to Veterans

### **Communication**

- The ability to communicate effectively with all Customers

### **Health and Safety**

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Customers

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: