**Job Title:** Housing Officer **Reports to:** Senior Housing Manager

**Line Management:** Nil. **Location:** Morden (Remote working)

**Job Summary**

To operationally deliver, in accordance with HHT policies, the management processes for the sustainment of tenancies.

To assure, through a process of inspection, the quality of maintenance is kept at a high standard.

To monitor, in line with current Housing legislation, HHT’s processes in managing tenancies.

To manage the tenancy end-to-end process from sign-up to end of tenancy.

To deliver as directed by the SHM in partnership with the wider HHT team quality first time services.

**Person Specification**

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| --- | --- | --- |
|  | **ESSENTIAL** | **DESIRABLE** |
| **Qualifications/Education** |  |  |
| Relevant CIH qualification at level 3 or above |  | x |
| ECDL |  | x |
| **Knowledge, Skills & Experience** |  |  |
| Excellent communication skills across all mediums.  |  | x |
| Ability to influence people of all ages and from all backgrounds, sometimes in stressful situations, with the ability to placate and gain their trust. | x |  |
| A good understanding of the needs of the veterans’ community and the additional ability to recognise contributing factors of vulnerability. |  | x |
| A high level of understanding of financial inclusion available to veterans to enabled sustainability of the tenancy |  | x |
| A proven ability to analyse and determine the suitability of applicants for Trust tenancies. |  | x |
| A good knowledge and experience of the range of mechanisms available to prevent the escalation of ASB and neighbour disputes. | x |  |
| A good understanding of the legislation that governs the responsibilities for both landlords and tenants in England |  | x |
| The ability to influence individuals and groups and to work collaboratively across a diverse range of organisations and individuals to build relationships, trust and creditability with diverse audiences | x |  |
| **Personal Qualities** |  |  |
| The ability to think, work and communicate at an operational level | x |  |
| The ability to be a self-starter who can interpret strategic direction and deliver the operational output  |  | x |
| The ability to deliver sensible solutions to complicated issues over a wide range of stakeholders |  | x |
| Self-motivated, unafraid to challenge and be challenged | x |  |
| Able to build relationships, trust & credibility with stakeholders |  | x |
| A problem solver, with clear evidence of a proactive, collaborative & agile mind-set |  | x |
| The ability to problem-solve over a range of issues |  | x |
| Be able to empathise with individuals in professional manner | x |  |
| Personal resilience to work effectively and stay calm under pressure  | x |  |