

JOB DESCRIPTION

Job title: Housing Officer _

Reports to: _Senior Housing Manager _

Contract Type & Hours: Permanent, 35 Hrs

Line Management: N/A

Role Summary

As the Housing Officer at Haig Housing Trust, you will play a key role in delivering high-quality tenancy management services in line with HHT policies and housing legislation. Your focus will be on tenancy sustainment, property standards, and compliance, ensuring a seamless experience for residents from sign-up to tenancy termination.

Key Role Outputs

- Deliver high-quality services for beneficiaries in line with Haig’s policies, procedures and standards
- Use ICT systems effectively to support day-to-day duties and service delivery
- Maintain accurate records and data in line with data protection requirements
- Communicate effectively with colleagues, customers and organisations outside Haig
- Contribute to continuous improvement and innovation
- Work collaboratively as part of a team and across services
- Promote equality, diversity and inclusion in all aspects of work
- Comply with all relevant legislation, regulatory requirements and Haig policies
- **Tenancy Management** – Oversee the full tenancy lifecycle, from sign-up to end of tenancy, ensuring smooth transitions and support where needed.
- **Tenancy Sustainment** – Provide proactive support to help residents maintain successful tenancies, addressing challenges as they arise.
- **Property Standards & Inspections** – Conduct regular property inspections to maintain high maintenance standards and ensure compliance with safety regulations.
- **Legislative Compliance** – Monitor tenancy management practices in accordance with housing legislation and HHT policies.
- **Collaborative Working** – Work closely with the Senior Housing Manager (SHM) and wider HHT team to deliver first-time quality services that meet the needs of our residents

Person Specification

	Essential	Desirable
Qualifications/Education		
Relevant CIH qualification at level 4 or above		x
ICT Skills		
Effective use of ICT systems, for example: Microsoft 365 applications (Outlook, Word, Excel, Teams), digital record-keeping and document management systems	x	
Ability to accurately input, manage and retrieve data	x	
Awareness and/or ability to follow cyber security and data protection principles	x	
Effective use of role-specific systems (CRM, housing management, finance, HR, or case management systems)	x	
Ability to adapt to new technologies and digital ways of working	x	
Knowledge & Experience		
A minimum of 2 years of relevant experience in the housing sector, preferably in a housing officer or similar role.	x	
Experience working with vulnerable tenants and diverse communities		x
A clear understanding of housing management and delivery of services in a customer-facing environment	x	

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A solid understanding of tenancy management law and legislation, including AWABS law, along with familiarity with recent legislative changes, such as renter's reform.	X	
Experience of working to deadlines and managing competing priorities	X	
Experience of working in a regulated or public-facing organisation		X
Knowledge of health and safety or compliance frameworks relevant to role	X	
Personal Attributes & Skills		
Effective communication and negotiation skills are a must, as is proficiency in housing management systems such as Civica CX would be advantageous, and the Microsoft Office	X	
Ability to manage difficult or sensitive situations	X	
Able to demonstrate a proactive approach to problem-solving and the ability to work both independently and collaboratively within a team	X	
Organised, methodical, and able to prioritise workload	X	
Problem-solving skills with attention to detail	X	
Flexible and adaptable approach to work	X	
Confidence in engaging with a wide range of customers or stakeholders		X
Coaching, mentoring, or supporting others (where appropriate)		X
Equality, Diversity & Inclusion (EDI)		
Commitment to promoting equality, diversity, and inclusion	X	
Understanding of the importance of inclusive service delivery and fair treatment	X	
Ability to work respectfully with people from diverse backgrounds	X	
Experience of contributing to inclusive practices or initiatives		X
Compliance & Safeguarding		
Understanding of and commitment to, Health and Safety at Work, Data Protection and confidentiality (UK GDPR), Safeguarding (where applicable to the role)	X	
Willingness to undertake mandatory training	X	
Experience of working within compliance or regulatory frameworks		X
An understanding of safeguarding protocols and Anti-Social Behaviour (ASB) processes.	X	
Leadership		
Effective leadership/management of others and can motivate a team and/or others to deliver continual improvement	N/A	
Effective people management	N/A	
Behaviours		
The postholder will be expected to demonstrate behaviours aligned to Haig's values, including: <ul style="list-style-type: none"> • Professionalism, integrity, and accountability • Respect and fairness in all interactions • A positive, solution-focused approach • Willingness to embrace change and new ideas • Commitment to high standards of service delivery 	X	

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Please note that you will be expected to provide clear evidence of how you meet the above requirements

Additional Information

The postholder must be willing to work flexibly in line with service needs

The post holder must hold a full UK driving licence and have access to a vehicle

This job description is not exhaustive and may be reviewed in line with service requirements

Values Statement

Haig Housing Trust is committed to delivering high-quality services and expects all staff to work in line with its values, demonstrating professionalism, respect, integrity, and a commitment to continuous improvement.

JD reviewed on Date: 6 February 2026

Next review due:

6 February 2027