

## 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
<b>Qualifications/Education</b>		
Relevant CIH qualification at level 4 or above		X
<b>ICT Skills</b>		
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	
<b>Knowledge &amp; Experience</b>		
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	
<b>Personal Attributes &amp; Skills</b>		
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
<b>Equality, Diversity &amp; Inclusion (EDI)</b>		
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
<b>Compliance &amp; Safeguarding</b>		
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	
<b>Leadership</b>		
Effective leadership/management of others and can motivate a team and/or others to deliver continual improvement	N/A	
Effective people management	N/A	
<b>Behaviours</b>		
The postholder will be expected to demonstrate behaviours aligned to Haig's values, including: <ul style="list-style-type: none"> <li>Professionalism, integrity, and accountability</li> <li>Respect and fairness in all interactions</li> <li>A positive, solution-focused approach</li> <li>Willingness to embrace change and new ideas</li> <li>Commitment to high standards of service delivery</li> </ul>	X	

Summary only – all aspects subject to variation

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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