



JOB DESCRIPTION

JOB TITLE: Housing Officer

JOB LOCATION: Petersfield, Hampshire

REPORTS TO: Head of Services

OVERALL AIM:

The Housing Officer will be responsible for providing a comprehensive and high-quality day to day housing management service to the association's residents alongside other departments.

To ensure the delivery of customer focused, comprehensive housing services, ensuring that all related key performance targets are achieved.

KEY RESPONSIBILITIES AND OUTCOMES:

1. To deliver the highest standards of customer service in respect of housing management.
2. To manage all rent arrears, former tenant arrears, recharges, and any other debt in accordance with company policy and ensuring that targets are met.
3. To contribute to the letting process by advertising the property on Hampshire Home Choice, liaising with incoming and outgoing tenants, completing financial assessments to check affordability and complete sign-ups in accordance with company policy.
4. To contribute to the management of vacant properties ensuring void turnaround targets are met and that agreed property standards are adhered to and maintained.
5. To carry out site visits to carry out tasks such as, but not limited to, viewings, post sign-up visits, tenancy breach visits, starter tenancy monitoring visits, and to monitor Flash Park when on site.
6. To work with the Maintenance Officer to carry out mutual exchange visits and visits to difficult properties or tenancies, or where 'visits in pairs' may be required.
7. To contribute to the on-going improvement of services by adopting a flexible and proactive approach.
8. Maintain good communications with residents and any residents' groups, ensuring they are kept well informed and are appropriately involved in matters that may affect their day-to-day living.

9. To contribute to the TREG group with predominant regard to the housing management aspects, and to work with communities to develop, support and promote community investment opportunities where appropriate.
10. To contribute the relevant data input regarding housing management and preparing appropriate reports as and when required:
 - STAR surveys
 - CORE returns
 - Resident profilingThe list is not exhaustive.
11. To take legal action where necessary such as serving valid notices, Acceptable Behaviour Contracts, applying to and attending Court and obtaining Injunctions in accordance with company procedures.
12. To liaise with local authorities and other external agencies as required and promoting PHA Homes where appropriate.
13. At all times to work within the requirements of the law, company policies and procedures, performance targets and financial regulations.
14. To undertake all clerical and administrative tasks associated with the role and keep up-to-date accurate records on all tenancy matters.
15. Meet all targets and objectives as agreed with, and set by, the Head of Services.

GENERAL OBLIGATIONS:

- 1 Attend meetings, conferences and training courses, case conferences and forums with other agencies as required.
- 2 Keep up to date with any changes in legislation and regulation that affect the organisation regarding tenancy and property matters.
- 3 Promote a caring, helpful, and unbiased attitude towards all residents and other members of the general public and to maintain professional standards in all such dealings.
- 4 Play a role in the 'team approach' in all aspects of the Company's activity and provide such cover for absent colleagues as may be reasonably requested.
- 5 Promote and implement the Company's Equal Opportunities Policy in all aspects of the post holder's work and in dealings with outside agencies.
- 6 Further the Company's attitude to quality and identify improvement ideas in all areas of work.
- 7 Promote and ensure compliance with the company Health & Safety policy
- 8 Carry out any other duties which may be identified by the Head of Services, and which are commensurate with the grade and work category.

PHA Homes reserves the right to amend this job description as necessary, after consultation with the post holder, to reflect changes in or to the job.

Agreed by Post holder_____

Date._____

Agreed by Line Manager_____

Date_____