

Empty Homes Officer– Grade 7

Job Purpose

Contribute to the effective re let of Kirklees Council Accommodation alongside Empty Homes Team colleagues

Key areas of responsibility

- Ensuring that the prospective tenant understands their responsibilities as a tenant and the service they can expect from their landlord.
- Be able to explain the viewing and sign-up process including the Lettable and Enhanced Lettable standards.
- Where Notice is given, ensure a pre termination visit is carried out to advise customers of their responsibilities regarding ending their tenancy and liaise with colleagues from the Income Management team in cases of debt.
- Carry out property inspections for customer requesting to transfer, providing the relevant advice in relation to tenancy breaches.
- Gather relevant information to allow properties to be accurately advertised
- Be proactive in identifying repairs and improvements that would increase demand for hard to let properties
- Be able to liaise and work with other teams to ensure the required standards are met.
- Be responsive to work around tenants' requirements and facilitate viewings in an efficient way
- To ensure that all necessary paperwork is completed accurately and in line with the legal requirements of the tenancy type.
- Contribute towards the overall requirement for properties to be let with minimum void loss.
- To be an advocate for the tenant in the process to relet a home.
- To positively (and realistically) promote the property and services available to the tenant

Decisions

- Organise and prioritise own workload maximising number customer of tenancy sign ups and the required amount of pre termination visits.
- Provide a comprehensive and holistic empty homes journey for our customers.
- Seek advice when they are unable to answer queries or provide solutions within KNH policies or procedures
- To make effective decisions to meet individual business objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

Resources – Financial & Equipment

- Support the Team Leader and other Officers to ensure the performance, overall quality, cost effectiveness and value for money of your business/service area(s).
- Contribute as required to developing new products and services which contribute to the financial viability and sustainability of the organisation
- Responsible for accessing void homes via home key safe to facilitate viewing

- Use tablet or Laptop and phone for individuals use

Work Environment

Work Demands and Mental Skills

- Provide robust support to the Empty Homes Process with a focus on the efficient turnaround of properties and appropriate lettings
- Work in partnership with a range of stakeholders to contribute to ensuring we have an efficient and effective empty homes process.
- Work proactively making efficiencies and improvements to empty homes procedures in agreement with the General Manager and Team Leaders
- You will be required to organise workload and ensure visits are carried out in a timely manner

Physical Demands

- Preparation and print of documents will be required prior to attending appointments
- Visits will be in tenanted homes, and in empty homes with prospective tenants anywhere across Kirklees
- Ensure that all paperwork relating to tenancy matters is completed in accordance with required legislative and statutory requirements
- You will be required to maintain computerised records in an accurate and timely manner.
- Ensure you comply with the confidentiality and information security policies at all times, including documents you carry on site.
- Must have the ability access all Kirklees Council Housing Stock, including those above Ground Floor

Working Conditions

- Lone working, across the borough facilitating viewings to empty homes for prospective customers
- Visiting tenanted properties where a customer has given notice to end their tenancy
- Ensure all individual operational activity is in line with the Health and Safety Policy and associated legislation.
- Ensure all individual operational activity is in line with guidance on the recording and reporting of concerns in the Safeguarding Policy.

Work Context

- To work within the Empty Homes Team in the Home and Neighbourhoods Directorate
- Coordination of diary and appointment, and relevant information will be provided by the Housing Assistant to Empty Homes Officer
- Empty Homes Officer will communicate the outcome of visit with the relevant partner
- Empty Homes Officer will be line managed by a Team Leader

Interpersonal skills

- You will establish and maintain a wide range of positive working relationships and will be expected to demonstrate your skills in mediation, negotiation, and communications to achieve satisfactory outcomes
- Be able to liaise and work with other teams to ensure the required standards are met.

- Be able to relay clear and comprehensive advice in relation to starting and ending of a tenancy

Communication skills

- Ability to provide clear and comprehensive information to customers around the Empty Homes Process and their responsibilities as a tenant for new customers obtaining a tenancy, and for those terminating an existing tenancy
- Prepare professional and clearly written communications to colleagues, partners and customers

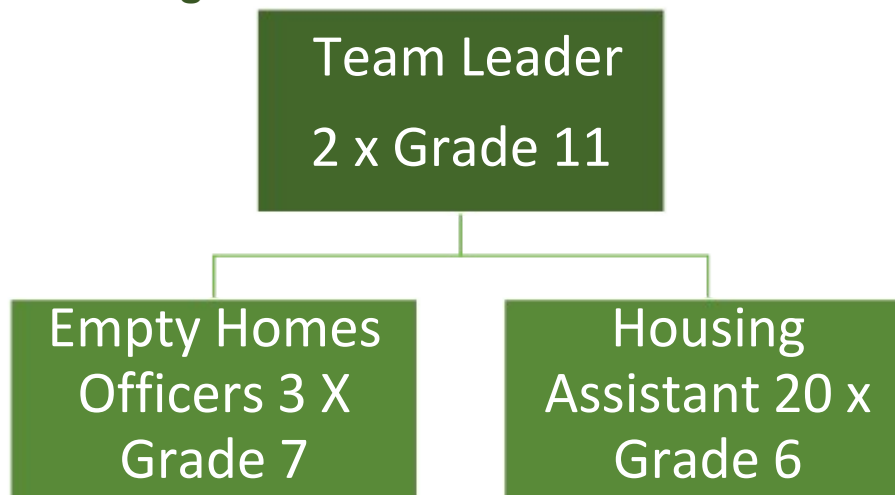
Emotional Demands

- Involves direct contact with customers from Kirklees Housing register, some of which are the most vulnerable in our communities however the nature of the contact i.e. viewing a new home, is usually that of a positive one
- **Responsibility for People**
- Responsible for own H & S and well-being of customer whilst on site
- Follow appropriate guidance and risk assessment for each task to mitigate any risks

Responsibility for supervision

- No direct line management responsibility

Position of Job in organisational structure



Knowledge, skills and Experience	Shortlisting criteria
Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external	Essential
Experience of working under pressure to deliver targets and pace of work tasks	Essential
Excellent interpersonal skills that can adjust to a range of situations but always be positive and person centric.	Essential
A good level of computer literacy to interrogate various software packages	Essential
Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role	Essential
Able to work flexibly and be responsive to change in order to improve performance	Essential
Ability to work effectively as part of a team coupled with the ability to work independently to achieve results	Essential
An understanding of social housing and client group	Desirable
An understanding of the Kirklees Housing Allocations Policy	Desirable
An understanding of the Kirklees Lettable and Enhanced Lettable Standard	Desirable
Qualifications	Shortlisting Criteria
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent.	Essential
CIH Level 3 or willingness to work towards	Essential

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General Information

- See your responsibilities related to [Safeguarding](#).
- Ability to travel around the borough.
- Willingness to undertake training courses relevant to the post
- Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)

DBS check required? HR to confirm

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

Job ID ref No:

Last Updated: