

**Job Title: Housing Officer – Neighbourhoods**  
**Income Collection**  
**Debt Advice**  
**Partnerships**

**Grade: 9**

**Job Family: Operational and Community**

**Responsible to: Team Leader or General Manager**

**Responsible for: None**

**Evaluated by Grading Panel: 24 October 2017**

**Version: 5**

## PURPOSE

As a proactive Housing Officer the post holder will support the Team Leader/General Manager and deliver the operational duties of their service/business area. The post holder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and KNH customers.

A key component of the role will be to directly contribute to delivering high performance and continuous improvement within the service/business area in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Council's key objectives to deliver a customer focused service.

There are a number of functions within the Neighbourhoods' Directorate, including Neighbourhood Management, Income Management, Customer Support, Empty Homes, Older Persons Support, Targeted Support, Environmental Support, Partnerships and Tenant Involvement. Housing Officers will work within a particular function and will be required to deputise for their line manager and other Housing Officers across the Directorate.

The Housing Officer will deliver a customer focused holistic housing management service, which ensures income collection, efficient turnaround of properties, appropriate letting and subsequent tenancy management. They will provide early help to customers, by being accessible and working with customers to reach positive outcomes to sustain their tenancy.

## ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process. An accompanying context sheet has been developed to provide specific detail for the roles of :-

Housing Officer – Neighbourhoods	Housing Officer – Income Collection	Housing Officer – Debt Advice	Housing Officer – Partnerships.
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The points below are a summary of your main duties and responsibilities:

- › Provide a robust housing management service Including: income collection, efficient turnaround of properties, appropriate letting and subsequent tenancy and leaseholder management in line with current legislation.
- › Work in partnership with partners and other professionals to deliver effective services and positive outcomes for tenants and communities.
- › Promote resident engagement and empowerment and promote and develop partnership working.
- › Work with tenants and customers using a problem solving and flexible approach in undertaking day to day duties in order to achieve positive outcomes and utilising mediation skills when dealing with difficult problems.
- › Work collaboratively with your Team Leader/General Manager and other Housing Officers to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Prepare professional and clearly written communications to colleagues, partners and customers.
- › Participate in team service reviews and service planning as required and ensure any arising individual actions are implemented.
- › Be a proactive and supportive team player and actively assist others to adapt and cope with change.
- › Contribute when required to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- › Act as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.

## DECISION MAKING

- › Organise and prioritise own workload, including annual visits, planned visits, estate inspections and customer assessments.
- › Day to day housing management decisions, including income collection, efficient turnaround of properties, appropriate letting and subsequent tenancy management and the promotion of tenant involvement in line with current legislation, following procedures and processes consistently.

- › Seek advice when attending high risk properties or a case which may require action outside of normal policy and procedure.
- › 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).

## CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders including colleagues, partners and customers.

## FINANCIAL MANAGEMENT AND PROCUREMENT

- › Manage any delegated budgets and resources in accordance with delegated authority and KNH's Financial Procedure Rules. Take responsibility for required corrective action when necessary.
- › Support the Team Leader 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.

## LEGAL, RISK AND COMPLIANCE

- › Provide relevant information to ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession, as appropriate, to secure any information needed. Interrogate records, assimilate data, coordinate witnesses and provide witness statements as appropriate and attend the Courts/First Tier Tribunal as necessary.
- › Ensure all individual operational activity is in line with the KNH 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 KNH Safeguarding Policy.
- › Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern ensuring that any defects are addressed and completed in line with KNH's Fire Safety procedures.

## CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.

- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Deliver good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Maintain accurate information systems in line with service requirements.
- › Actively participate in influencing and contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Proactively participate in the identification of personal learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

## SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Team Leader**.

## EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

# PERSON SPECIFICATION

Post Title: Housing Officer

Grade:

## RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<p><b><u>Education/Qualifications</u></b></p> <p>GCSE (or equivalent) Grade 4 (C) or above in English &amp; Maths or equivalent.</p> <p><u>Role specific Qualifications:</u>                      Housing Officer - Housing Management - CIH Level 3                      Housing Officer - Income Collection - CIH level 3                      Housing Officer - Debt Advice - Institute of Money Advisers (IMA) Certificate in Money Advice Practise qualification                      Housing Officer- Partnerships - Level 3 qualification in Careers, Information, Advice and Guidance (CIAG) or in Community Development</p> <p><b>Or a willingness to work towards the above role specific qualification depending on the role.</b></p>	<p>E</p> <p>E</p>	<p>X</p> <p>X</p>		

<p><b><u>Experience and skills</u></b></p> <ul style="list-style-type: none"> <li>› 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</li> <li>› Demonstrate a proven track record of delivering targets and goals within operational plans</li> <li>› Skill and ability to work with partner organisation to achieve common goals</li> <li>› Previous experience of data input and maintenance of databases and/or Contact Management Systems</li> <li>› A good level of computer literacy to interrogate various software packages</li> <li>› Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role</li> <li>› Able to work flexibly and be responsive to change in order to improve performance</li> <li>› Ability to work effectively as part of a team coupled with the ability to work independently to achieve results</li> <li>› Ability to understand the importance of budgetary control and proactively manage any delegated individual budgets</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>	<p>X</p>	<p>X</p>	<p>X</p>
<p><b><u>KNH BEHAVIOURS</u></b></p> <p><b>Progressive</b></p> <ul style="list-style-type: none"> <li>› Able to demonstrate ability to engage in the development and implementation of innovative ideas to improve the service or way of working</li> </ul> <p><b>Engaged</b></p> <ul style="list-style-type: none"> <li>› Able to demonstrate that they are passionate about their work and what KNH is trying to achieve</li> </ul> <p><b>Respectful</b></p> <ul style="list-style-type: none"> <li>› Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities.</li> </ul> <p><b>Customer Focused</b></p> <ul style="list-style-type: none"> <li>› Able to demonstrate delivery of excellent customer service within a customer focused</li> </ul>	<p>E</p> <p>E</p> <p>E</p>	<p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p>	

environment	E	X	X	
<b>Honest</b>				
> Proven track record of being transparent and open	E	X	X	

<b><u>Other Requirements</u></b>				
> Ability to travel around the borough.	E	X		
> Willingness to undertake training courses relevant to the post	E	X	X	
> Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)	E	X	X	

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

**Signature of Post Holder:**

**Date:**