

## **JOB DESCRIPTION**

**JOB TITLE: HOUSING OFFICER**

**DEPARTMENT / SERVICE: HOUSING MANAGEMENT**

### **PURPOSE OF THE JOB**

The postholder(s) will be responsible for delivering a frontline quality housing, estate, and property management service to our customers.

The Housing Officer is required to build professional relationships with customers, internal and external partners, and stakeholders. Ensure tenants are supported to sustain their tenancies and positively contribute to the communities in which they manage.

### **MAIN AREAS OF RESPONSIBILITY / TASKS**

#### **Arrears Management and Income Maximisation**

Provide a professional, effective, and responsive arrears management service to tenants. Using skills, knowledge, and experience to contribute to any policy/procedural reviews. Work towards the achievement of Link Housing Association's (LHA) key performance indicators. Tasks include:

- Implementation of Arrears policy and procedure.
- Build positive relationships with tenants, internal and external partners to ensure tenants income is maximised.
- Effectively manage all current and other tenant debt.
- Liaise closely with legal teams to progress actions through the court process and achieve the required outcome.

#### **Void Management**

Carry out the void management process in accordance with policies and procedures. Tasks include:

- Process tenancy termination requests.
- Carry out pre-termination visits and provide the outgoing tenant information in relation to the termination standard and potential rechargeable repairs.
- Ensure that void properties are let with minimal rent loss.
- Assess and report on tenant's suitability for tenancies.
- Support tenants through the sign-up process and advice on compliance with the terms of the tenancy agreement.
- Provide advice and support with applications for Housing related benefits.
- Sign post new tenants who require financial advice and assistance.



## **LINKHOUSING** **Tenancy Management**

Carry out regular checks to ensure tenants are fully compliant with the terms and conditions of the tenancy agreement. Focus on tenancy sustainment through support, advice, and the use of the tenancy sustainment budget to resolve minor tenancy issues. Take remedial action in line with our policies and procedures. Ensure that requests for tenancy amendments/changes are processed timeously and accurately in line with our Legal and Statutory requirements.

Tasks include:

- Consider applications for tenancy changes/amendments in line with the appropriate policy and regulatory requirements.
- Work closely with internal and external partners to achieve regulatory compliance and Link Groups legal responsibilities as a landlord.
- Conduct settling in visits with all new tenants within the agreed timescales.
- Provide welfare rights advice & welfare support to tenants.
- Highlight concerns over child or adult protection to the necessary agencies. Provide the necessary information and or attend case conferences as required.
- Investigate, manage, and take the necessary steps to resolve tenancy issues which may in some circumstances require emergency accommodation or decant.
- Investigate and manage tenant complaints and prepare reports as required.
- Investigate allegations of Anti-Social behaviour and seek an appropriate solution utilising all available resources and partnership arrangements.
- Carry out annual visits to all tenants to ensure that tenancies are maintained to an acceptable standard.
- Respond to enquiries from external stakeholders relating to housing matters.

### **Estate Management**

Carry out regular checks on our estates to ensure that they are being managed and maintained to an acceptable standard and are fully compliant with our landlord responsibilities. Take the necessary remedial action in conjunction with our Partners, Contractors, and relevant external agencies. Tasks include:

- Co-ordinate and carry out estate inspections in line with policy and procedure.
- Manage works required identified from estates inspection.
- Work closely with internal and external partners to achieve regulatory compliance and Link Group's legal responsibilities as Landlord.
- Investigate, manage, and take the necessary steps to resolve tenancy breaches in relation to Estate issues.

### **Tenant and Community Engagement**

Promote tenant participation at all levels. Support tenants and residents in the formulation of new groups. Co-ordinate and participate in resident events, tenants' meetings, and conferences. Tasks include:

- Actively promote regular tenant participation and involvement.



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- Work with internal and external partners to deliver positive community engagement.
- Attend out of hours tenant meetings and community events.

### **Performance**

Contribute to the organisation's performance and achievement of the Statutory and Key performance indicators. Provide individual performance reports and participate in regular review meetings.

### **General**

Contribute to the overall effectiveness and performance of the Housing team by being flexible and adaptable in a changing environment. Participating in any training identified that will enhance knowledge levels and increase overall performance bring long term benefits to the organisation.

Tasks include:

- Ensure interactions with tenants are recorded accurately and timeously.
- Ensure adherence to the overall performance standards for specific tasks.
- Comply with Health and Safety requirements to ensure high levels of personal safety, safety to colleagues and customers.
- Participate in projects as and when required.
- Attend and participate in appropriate local and national housing networks.
- Process records in compliance with the General Data Protection Act.
- Promote good public relations and ensuring close contact with tenants.
- Respond to front line complaints in accordance with the policy and SPSO guidance.
- To ensure that Link's commitment to equity, diversity and inclusion is fully implemented. and practised in all aspects of the job role.
- Maintain and develop effective working relationships with internal and external customers. (e.g., local authorities, police and social work, statutory and voluntary agencies).
- Any other delegated duties deemed reasonable within the remit of the postholder and unique to the locality.

### **ACCOUNTABILITY**

The Housing Officer is accountable to the Housing Manager/Locality Housing Manager.

**PERSON SPECIFICATION**

<b>EDUCATION &amp; QUALIFICATIONS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Minimum of 2 qualifications at SCQF Level 6, e.g. Highers or equivalent experience	X	
Relevant Housing qualification or willingness to undertake	X	
<b>KNOWLEDGE, EXPERIENCE AND SKILLS</b>		
Practical experience of dealing with the full range of Housing Management duties (including Allocations, Tenancy Management, Rent arrears, void management, repairs, tenant participation and estates management)	X	
Extensive working knowledge of housing and associated legislation	X	
Self-motivated to work autonomously as a lone worker and as part of a team	X	
Experience of budgetary control	X	
Working knowledge allocations and letting systems	X	
Understanding of housing repairs and maintenance		X
Working knowledge of welfare benefits and debt counselling	X	
Knowledge of the wider issues affecting social housing in Scotland	X	
Experience of working in an RSL or Local Authority	X	
Experience of working in partnership with voluntary agencies or professional bodies	X	
<b>OTHER</b>		
Use and access to personal transport (including full UK driving licence) or access to equivalent transport which would still enable you to meet the specific role requirements to travel	X	

<b>COMPETENCY MANAGEMENT FRAMEWORK (ALL ESSENTIAL)</b>	
<b>COMMUNICATION</b>	Communicates ideas and information, both orally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages dialogue. Uses appropriate language and style relevant to the situation and the people being addressed. Capable of persuading and influencing others in a variety of situations. Regularly gives and receives constructive feedback to improve performance and services.
<b>CUSTOMER CENTRED APPROACH</b>	Puts the person at the heart of the service and can understand both internal and external customers and service users' needs. Recognises customers and service users are unique. Takes personal responsibility for securing the satisfaction and wellbeing of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding. Embodies and demonstrates Link's commitment to equity, diversity and inclusion in approach to internal and external customers, tenants and service users.
<b>INNOVATION</b>	Constantly strives to evaluate, question, and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services. Values constructive feedback as a way to improve performance.
<b>WORKING TOGETHER</b>	Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.
<b>LEADERSHIP</b>	The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues including secondees, placements and new employees.
<b>PERSONAL EFFECTIVENESS</b>	Takes responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other person's approach.
<b>PROBLEM SOLVING AND REASONING</b>	The ability to identify and resolve problems by gathering and analysing information from a range of sources and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions.
<b>INFORMATION SYSTEMS</b>	Demonstrates a comprehensive understanding and ability to use Link's core information and communication technology effectively – including Microsoft 365,



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document storage systems, and corporate and line of business systems. Ability to access and use software and hardware for effective communication and the management of information securely in line with data protection principles and ICT&D Security and Terms of Use Policy. Takes proactive steps to update personal computer literacy skills and to support others when required.

## SUMMARY TERMS AND CONDITIONS OF EMPLOYMENT

This is a summary of the general terms and conditions of employment of Link Housing employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

<b>Hours</b>	21 hours per week, worked over 3 consecutive dates organised over Monday to Friday, however flexible working arrangements will be considered.										
<b>Contract</b>	Permanent										
<b>Location</b>	Edinburgh										
<b>Salary</b>	<p>Salary will be dependent on skills and experience. Salaries are paid on the last Friday of each month.</p> <p>Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.</p> <p>An Inflation-Related Pay Award is normally awarded annually in April.</p>										
<b>Annual Leave</b>	Annual leave is equal to 35 days per year (including public holidays), rising to 40 days. Annual leave will be pro- rata for part-time staff.										
<b>Pension</b>	<p>Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:</p> <ul style="list-style-type: none"> <li>• Link: 5% of basic salary</li> <li>• Employee: 3% of basic salary</li> </ul> <p>Employees can opt to increase their contributions:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 15%;">Employee:</td> <td style="width: 10%;">4%</td> <td style="width: 10%;">5%</td> <td style="width: 10%;">6%</td> <td style="width: 10%;">7%</td> </tr> <tr> <td>Link:</td> <td>6%</td> <td>7%</td> <td>8%</td> <td>9%</td> </tr> </table>	Employee:	4%	5%	6%	7%	Link:	6%	7%	8%	9%
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Link:	6%	7%	8%	9%							
<b>Life Assurance</b>											



	Link provide a Death-in-Service Benefit Scheme [subject to eligibility], providing beneficiaries with up to the value of four times your annual salary.
<b>Travel</b>	Authorised out of pocket travel expenses are reimbursed. Business car miles rate is currently 45p per mile. Authorised passenger rate is currently 5p per mile.
<b>Flexible Working</b>	The Group and its subsidiary companies offer a flexible working arrangement [flexi-time].
<b>Probationary Period</b>	All new employees are required to complete a 6-month probationary period.
<b>Support and Supervision</b>	All staff will participate in our Performance Management System, which includes at least three formal Review Meetings with your line manager.
<b>Smoking</b>	All Link group offices operate a NO SMOKING POLICY. Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking.
<b>Health &amp; Safety</b>	Link promotes a healthy working environment and achieves this aim by supporting an active, staff-led Health and Safety Committee.
<b>Health Care Cash Plan</b>	A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]