

## **JOB DESCRIPTION**

**JOB TITLE: SENIOR HOUSING OFFICER**  
**DEPARTMENT/SERVICE: HOUSING SERVICES**

### **PURPOSE OF THE JOB**

As part of a multi-skilled team, the post holder will contribute to the provision and delivery of a high-quality housing management service to our customers, ensuring Link's vision, values and objectives are delivered.

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

#### **People Management and Operational Support**

- Provide day to day supervision and operational support to Housing Officers including decision making, organising, and planning workloads, ensuring required cover.
- Direct line management for administrators in line with Policy and procedures, including recruitment, induction, coaching and mentoring.
- Encourage excellent customer service provision across the team.
- Promote the development of staff skills through a culture of coaching and mentoring.
- Work with the Housing Services Co-ordinator /Housing Manager (Bathgate) to consider solutions and make recommendations for service improvements.
- Monitoring and reviewing housing officer role in relation to regulatory, statutory, and legal requirements and other directives within the social housing operating environment.

#### **Performance Management**

- Working with the Locality Housing Manager / Housing Manager Bathgate in the delivery of excellent performance across all key performance indicators/business objectives
- Reviewing and monitoring performance outcomes.
- Contribute and promote a positive team culture.
- Identify service improvements and implement improvement plans to support performance outcomes.
- Promoting safe systems of work.

## **Tenancies and Services**

- Investigate and respond to all Front-Line Complaints within timescales ensuring a satisfactory outcome.
- Support and coach the team with complex and escalated cases including attending home visits.
- Working with key stakeholders to deliver planned and cyclical maintenance.
- Working with commercial services on mixed tenure developments.
- Work with the housing team in planning for new build developments.
- Monitor and review service levels for external contractors i.e., close cleaning.
- Working with the team to achieve key performance indicators including rent management, voids, allocations, and anti-social behaviour.
- Work with Housing officers in the management of decants and associated duties.
- Review legal notices relating to rent and antisocial behaviour escalation procedures.
- Collate all required information for tenancy conversions and monitor in line with our ASB policy/procedure including SSST (Short Scottish Secure Tenancy).
- Liaison with solicitors and other agencies in tenancy management cases
- Manage and monitor system records including safe systems of work for lone workers.
- Support the team with technology and agile working.

## **Tenancy Engagement**

- Identifying opportunities for external funding and support resources (i.e., Scottish Federation of Housing Associations, HACT fund, Fuel Support Fund, rent grants and promote within the housing team
- To work collaboratively with Housing Officers and Tenant Engagement Team to encourage tenant participation and events.
- Represent Link at external forums i.e., other RSL's, Local Authorities and other community organisations.
- Support Housing Officers with the implementation of locality plans.



## **Tenancy Sustainment & Partnership Working**

- Working with internal and external partners to achieve outcomes for our customers.
- Overview of all complex cases including those under Child and Adult Protection measures and escalating to the Locality Housing Manager any areas of concern.
- Support the Housing Officers in the management of complex cases involving external agencies.
- Promote opportunities in the team for referrals for tenancy support and other incentives.
- Alongside the Locality Housing Manager / Housing Manager Bathgate review the work of the HOME (Help on Managing Everything) project in relation to tenancy sustainment.

## **Other Duties**

- Monitor Safe Hub usage with Housing Officers and escalate to the Locality Housing Manager / Housing Manager Bathgate for action if not complying.
- Monitor actions from case reviews (external agencies) and attend with Housing Officer as required.
- Deliver induction and training plans for new staff to team including ensuring Policy and procedure/health and safety awareness.
- To ensure that Link's commitment to Equality and Diversity is fully implemented.
- To deputise in the absence of the Locality Housing Manager / Housing Manager Bathgate.
- To manage existing working relationships and partnerships with external agencies (e.g., Local authorities, statutory and voluntary agencies etc).
- To promote and represent Link at external forums and meetings.
- Participate in regular meetings with internal staff to ensure effective working arrangements and sharing of best practice.
- Facilities management of satellite offices (may vary across area teams/locations)
- Contribute to the development process in relation to new build projects including coordination of staff resources, allocation decisions to handover.
- Support the Locality Housing Manager / Housing Manager Bathgate in the process of rent setting for new housing developments.
- Support the Locality Housing Manager / Housing Manager Bathgate with any Policy/Procedure reviews.
- Coordinate and contribute to agile working including support for the team with delivery on the doorstep (mobile housing system)



- Any other delegated duties deemed reasonable within the remit of the post holder.

### **General**

- To comply with the Health and Safety Policy, reporting any matters of concern to the Health and Safety Officer, Representatives, or line manager.
- To comply with the Data Protection Policy, reporting and matters of concern which may be identified to the Information Management Co-ordinator.
- To actively promote the Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors, consultants, and external agencies.
- To commit to Link's ethos and brand, and positively promote this and Link's activities both with internal and external agencies.
- To carry out other duties, within the scope of the job, and to meet the needs of the business.

### **TECHNICAL COMPETENCIES**

- Knowledge of Housing & Estate Management
- Awareness and implementation of legislative changes relating to housing.
- Performance Management
- Excellent IT (Information Technology) skills, the ability to use housing management systems.

### **KEY RELATIONSHIPS INTERNAL/EXTERNAL**

- Tenants, tenant groups and resident associations and owner occupiers
- Eviction panel
- Colleagues, including Link Group business partners.
- Managers
- Local Authorities
- Partner Agencies
- Funding Bodies
- Director, Head of Housing and other Senior Managers and Officers as appropriate
- Community Groups and Voluntary Agencies
- Link Group Partners – Horizon, Larkfield and West Highland Association
- Link Living
- Curb-6
- Commercial Services



- MSP and Elected Members
- Police Scotland
- Registered Social Landlords in local authority areas.
- Procured Contractors

### ACCOUNTABILITY

The Senior Housing Officer is accountable to the Locality Housing Manager or Housing Manager for Bathgate.

### PERSON SPECIFICATION

EDUCATION & QUALIFICATIONS	ESSENTIAL	DESIRABLE
Minimum of CIH Level 3, or equivalent HNC or above level of relevant qualification or willing to work towards	✓	
Knowledge of and commitment to customer care, tenant participation and equal opportunities	✓	
Working knowledge and awareness of housing legislation	✓	
Working knowledge of Housing Benefit	✓	
Working knowledge of choice-based lettings	✓	
Understanding of housing repairs and maintenance		✓
Knowledge of wider issues affecting housing		✓
KNOWLEDGE & EXPERIENCE & SKILLS		



Experience of all aspects of dealing with wide range of housing management issues in particular arrears control, void management, and Anti-social behaviour as well as tenant participation	✓	
Experience of working in partnership with other voluntary agencies or professional bodies	✓	
Previous work with housing associations or local authorities in a similar or equivalent role	✓	
Experience of line managing a team including performance management		✓
Detailed knowledge of Housing Benefit and Universal Credit	✓	
Experience of dealing with complaints in line with regulatory requirements	✓	
<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	✓	



COMPETENCY MANAGEMENT FRAMEWORK	(ALL ESSENTIAL) ASSESSED AT INTERVIEW
<p><b>COMMUNICATION</b> Communicates ideas and information effectively, both verbally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages a two-way dialogue. Use appropriate language and style that is both relevant to the situation and to the people being addressed.</p>	
<p><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 that 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.</p>	
<p><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.</p>	
<p><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.</p>	
<p><b>TEAMWORK</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.</p>	
<p><b>PROBLEM SOLVING and REASONING</b> Recognises potential problems early. Analyses issues and breaks them down into their component parts. Considers a range of issues and considers the implications of different options in drawing conclusions. Considers the knock-on effects of courses of action. Tries to ensure that decisions are fair.</p>	
<p><b>SELF MOTIVATION</b> Shows a desire to achieve results and stick with a task until it is completed. This may involve doing more than is asked or required, putting in extra effort to ensure a high-quality outcome. In the absence of specific targets, self-motivated individuals will be proactive in taking initiative and setting their own standards of excellence.</p>	
<p><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. Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>	
<p><b>INFORMATION SYSTEMS</b></p>	



A functional understanding of Link's core information communication technology – including Microsoft Office, File Stream systems and department I.T systems. Ability to access and use personal computer software for effective communication and the management of information. Has a basic knowledge of PCs, including keyboard skills and will take active 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>	35 hours per week, normally worked Monday to Friday, however flexible working arrangements will be considered.
<b>Contract</b>	Permanent
<b>Location</b>	Falkirk
<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> <p>Employee:    4%    5%    6%    7%</p> <p>Link:            6%    7%    8%    9%</p>
<b>Life Assurance</b>	<p>Link provide a Death-in-Service Benefit Scheme [subject to eligibility], providing beneficiaries with up to the value of four times your annual salary.</p>
<b>Travel</b>	<p>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.</p>
<b>Flexible Working</b>	<p>The Group and its subsidiary companies offer a flexible working arrangement [flexi-time].</p>
<b>Probationary Period</b>	<p>All new employees are required to complete a 6-month probationary period.</p>
<b>Support and Supervision</b>	<p>All staff will participate in our Performance Management System, which includes at least three formal Review Meetings with your line manager.</p>
<b>Smoking</b>	<p>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.</p>
<b>Health &amp; Safety</b>	<p>Link promotes a healthy working environment and achieves this aim by supporting an active, staff-led Health and Safety Committee.</p>
<b>Health Care Cash Plan</b>	<p>A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]</p>