


## Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	<b>Housing Officer</b>	
Department	<b>Customer Services</b>	
Reports to	<b>Assistant Area Manager</b>	
Grade:	6	
Date:	Updated 28 March 2014	

### Purpose of Job

To provide line management services in respect of development staff and to ensure provision of effective housing management, housing support and administration services on developments.

To provide housing management and housing support services to potential and current residents.

### Main duties and responsibilities

1. To ensure the provision of efficient and effective day to day management on developments.
  - 1.1 To ensure staff on developments are satisfactorily trained, motivated, supported and line managed. Carry out Employee Performance Reviews and formal supervision meetings for staff reporting to the postholder.
  - 1.2 To authorise relief staff to ensure developments are adequately covered.
  - 1.3 To monitor satisfactory provision of housing management, housing support and other related services in accordance with approved policies, procedures and standards and to ensure high standards of cleanliness are maintained on developments.
  - 1.4 To identify housing management and housing support service problems and areas for improvement and implement solutions, in liaison with the Assistant Area Managers when appropriate.
  - 1.5 To ensure that administration on developments is transacted satisfactorily and audited 8 weekly, including the audit of Fire Prevention procedures.
  - 1.6 To manage tenancy problems efficiently and effectively.
  - 1.7 To conduct arrears visits on request and negotiate repayment conditions in conjunction with appropriate Area Office and other staff.
  - 1.8 To advise on general Welfare Benefits and Housing Benefits issues and assist residents where appropriate.

- 1.9 To be responsible for the recruitment, selection and performance of staff managed by the Housing Officer and temporary cover for those posts as applicable.
  - 1.10 Initiate disciplinary procedures when appropriate and undertake absence management monitoring which involves implementing and managing return to work plans.
  - 1.11 To prepare service related reports and analysis as required.
  - 1.12 To be responsible for the equipment and replacement furniture budgets and inventories for all developments line managed by postholder, according to authorisation levels.
  - 1.13 To prepare and set specific budgets for developments under line management responsibility of postholder, and monitor budgetary control mechanisms in liaison with Assistant Area Manager.
  - 1.14 To analyse financial statements in preparation for annual resident meetings and to provide comprehensive breakdowns of expenditure on service charge items.
  - 1.15 To liaise with Property and Development Department staff over repairs, works progress and planned maintenance.
  - 1.16 To undertake pull cord checks, connect pendants, update alarm centre information and Housing Support Plans and Reviews on amenity developments.
- 2. Provide advice and assistance to others regarding Hanover sheltered housing management services.
    - 2.1 Ensure tenants have an understanding of terms and conditions of their Scottish Secure Tenancy Agreements.
    - 2.2 To liaise with statutory and other external agencies involved in service provision at all levels.
    - 2.3 To advocate with agencies in support of residents and their families, including involvement in case conferences and service reviews.
    - 2.4 To liaise with residents, staff and others in event of emergencies and other crisis situations, and ensuring effective follow up action is carried out.
  - 3. To organise and lead, present and attend meetings with tenants and other parties as necessary. To fully participate in and support Property Council and Annual Tenant meetings as required.
  - 4. To manage Tenant Participation on developments to ensure all tenants have opportunities to be involved and liaise with the Tenant Participation Officer when required.
  - 5. To liaise with residents, colleagues and external parties in co-ordination of use of communal lounges and promotion of community lunches and other public

relations activity. Provide information and advice relating to the use of development facilities.

6. To use knowledge of applicants for housing, developments and local areas to liaise with Area Administrative Officers, particularly in relation to dealing with difficult to let properties.
7. To assess housing applications by means of home visits, completion of Confidential Housing Enquiry reports, Housing Support Assessments and relevant administration.
8. To liaise with the Assistant Area Manager in assessing applications and preparing allocations.
9. Where applicable, undertake risk management notification and any necessary action to eliminate or manage potential hazards for staff, residents and visitors to developments, within postholder's designated area of responsibility.
10. To contribute to and operate within the Association's Policies and Procedures and overall strategy.
11. To assist and share knowledge and experience with colleagues as required.
12. To undertake any other duties delegated by the Assistant Area Manager.

### **Working Relationships**

The list below provides an outline of relationships:

#### Internal

- Close working relationship with Area Manager and Assistant Area Manager(Housing Management) and fellow Housing Officers.
- Sheltered Housing Managers, Cleaners and other staff based on dispersed housing developments in capacity of line manager.
- Area Administrative Officers as fellow team members providing day to day services and administration to developments.
- Colleagues in the Association's Business and Communications, Finance and Risk Management, HR, Property & Development departments in the course of discharging duties

#### External

- With residents, potential residents, other customers to provide services directly or via reporting staff.
- With staff of local authorities and other agencies in relation to welfare benefits, housing support and related plans, housing management , care service liaison, case reviews and re-housing etc.

Job context and other relevant information. The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

## Person Specification

**Job Title:     Housing Officer**

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/ Desirable
<b>1. Skills/Abilities/Knowledge</b> <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
• A working knowledge housing legislation and housing management applicable to the Association's business including housing support, care services.	Essential
• A working knowledge of welfare benefits legislation applicable to the Association's business.	Essential
• Skills to apply the above knowledge for the better running of the business and good customer services.	Essential
• Thorough knowledge of and skill to apply robust and fair housing application and allocation procedures.	Essential
• Ability to promote, apply and maintain efficient, effective and viable administration which maximizes the application of information technology.	Essential
• Skilled manager of staff able to demonstrate achievement of good results through working well with people.	Essential
• Able to demonstrate good customer services skills in service provision.	Essential
• Clear communicator in person and in writing /other forms of communication taking into account good inter-department and inter-agency working.	Essential
• Able to identify issues and work to achieve prompt, viable and mutually satisfactory outcomes wherever practicable.	Essential
• Able to identify and promote implementation of measurable improvements in processes and practice.	Essential
• Budgeting and finance monitoring skills commensurate with the role.	Essential
• Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail.	Essential
• Skilled in applying and monitoring the application of day to day health and safety provisions with and affecting staff , customers , including risk assessment and incident reports.	Essential
<b>2. Experience</b> <i>This section specifies the level and quality of experience required.</i>	
• Two years' demonstration of the skills and abilities noted at 1 above	Essential

<b>3. Education/Qualifications</b> <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> <li>SVQ level 4 in Health and Social Care or equivalent qualification permitting registration in due course with the Scottish Social Services Council.</li> </ul>	Desirable now. Essential when register opens
<ul style="list-style-type: none"> <li>Diploma in Housing</li> </ul>	Desirable
<b>4. Other</b> <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> <li>Requires to be a member of the PVG Scheme in respect of adults</li> </ul>	Essential
<ul style="list-style-type: none"> <li>Current and preferably clean full driving licence</li> </ul>	Essential
<b>5. Equal Opportunities</b> This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential