


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION	
Position:	Housing Officer - Enhanced
Department:	Customer Services
Reports to:	Operations Manager - Enhanced
Grade:	F
Date:	



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 customers.

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. Deliver staff training where necessary.
 - 1.2 Carry out Employee Performance Reviews and formal supervision meetings for staff reporting to the postholder.
 - 1.3 To authorise relief staff to ensure developments are adequately covered.
 - 1.4 To monitor satisfactory provision of housing management, housing support and other related services in accordance with approved policies, procedures and standards. To ensure high standards of cleanliness are maintained on developments.
 - 1.5 To identify housing management and housing support service issues and areas for improvement and implement solutions, in liaison with the Operations Managers when appropriate.
 - 1.6 To ensure that administration on developments is transacted satisfactorily and audited. As part of this process all financial transactions will be regularly monitored and actioned accordingly.
 - 1.7 Ensure that staff on developments are fully compliant with the Association's Health and Safety Procedures and are conducting all tasks in accordance with this process.
 - 1.8 To manage tenancy related issues efficiently and effectively.

- 1.9 To manage all complaints in accordance with the Associations Complaints procedure.
 - 1.10 To conduct arrears visits on request and negotiate repayment conditions in conjunction with appropriate Area Office staff.
 - 1.11 To signpost customers, where appropriate, to the relevant agencies in relation to general Welfare Benefits and Financial Housing Allowance
 - 1.12 To be responsible for the recruitment, selection and performance of staff managed by the Housing Officer and temporary cover for those posts as applicable.
 - 1.13 Initiate disciplinary procedures when appropriate and undertake absence management monitoring in accordance with Absence Management Policies and Procedures.
 - 1.14 To oversee that the relevant manager carries out the required procedures regarding repairs, completion of repair reports and to ensure accurate statistical reporting in terms of KPI's and to ensure minimal void loss at all times.
 - 1.15 To support the Development Manager with the void management process to ensure that necessary repairs are reported and ordered in line with the relevant repairs procedures.
 - 1.16 To be responsible for the equipment and replacement furniture budgets and inventories for all developments line managed by postholder, according to authorisation levels.
 - 1.17 To prepare and set specific budgets for developments under line management responsibility of postholder, and monitor budgetary control mechanisms in liaison with the Operations Manager.
 - 1.18 To analyse financial statements in preparation for annual customer meetings and to provide comprehensive breakdowns of expenditure on service charge items.
 - 1.19 To liaise with Asset Management staff over repairs, works progress and planned maintenance.
 - 1.20 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 customers have an understanding of terms and conditions of their Scottish Secure Tenancy Agreements.
 - 2.2

- 2.3 To liaise with statutory and other external agencies involved in service provision at all levels.
- 2.4 To support customers and their families, to work in partnership with appropriate agencies and professionals, where appropriate, including involvement in case conferences and service reviews.
- 2.5 To liaise with customers, 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 customers and other parties as necessary. To fully participate in and support Annual Tenant meetings as required.
4. To encourage and support Customer Engagement on developments to ensure all can contribute and be part of the Customer Engagement Strategy.
5. To liaise with customers, colleagues and external parties in co-ordination of use of communal lounges 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 telephone / home visits where appropriate.
8. Where applicable, undertake risk management notification and any necessary action to eliminate or manage potential hazards for staff, customers 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 Operations Manager.
- 13. Performance Management**
 - 13.1 Work within a performance culture, which is underpinned by a strong, personal performance motive and a belief in continuous improvement.
 - 13.2 Operate within a Strategic Business Unit (SBU).
 - 13.3 Deliver and monitor business objectives through a personal management plan to meet key objectives and Key Performance Indicators (KPIs).
 - 13.4 Provide analysis and action plans where improvements are required.

Working Relationships

The list below provides an outline of relationships:

Internal

- Close working relationship with Operations Manager, Development Manager and fellow Housing Officers.
- Sheltered Housing Managers, Development 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 Customer Services, Organisational Services, Strategic Finance, Asset Management and Chief Executive Departments in the course of discharging duties

External

- With customers, and their families providing 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.

Signed Line Manager (if applicable)

Signed Postholder

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
<p>1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i></p>	
<ul style="list-style-type: none"> • A working knowledge housing legislation and housing management applicable to the Association's business including housing support, care services. 	Essential
<ul style="list-style-type: none"> • A working knowledge of welfare benefits legislation applicable to the Association's business. 	Essential
<ul style="list-style-type: none"> • Skills to apply the above knowledge for the better running of the business and good customer services. 	Essential
<ul style="list-style-type: none"> • Thorough knowledge of and skill to apply robust and fair housing application and allocation procedures. 	Essential
<ul style="list-style-type: none"> • Ability to promote, apply and maintain efficient, effective and viable administration which maximizes the application of information technology. 	Essential
<ul style="list-style-type: none"> • Skilled manager of staff able to demonstrate achievement of good results through working well with people. 	Essential
<ul style="list-style-type: none"> • Able to demonstrate good customer services skills in service provision. 	Essential
<ul style="list-style-type: none"> • Clear communicator in person and in writing /other forms of communication taking into account good inter-department and inter-agency working. 	Essential
<ul style="list-style-type: none"> • Able to identify issues and work to achieve prompt, viable and mutually satisfactory outcomes wherever practicable. 	Essential
<ul style="list-style-type: none"> • Able to identify and promote implementation of measurable improvements in processes and practice. 	Essential
<ul style="list-style-type: none"> • Budgeting and finance monitoring skills commensurate with the role. 	Essential
<ul style="list-style-type: none"> • Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail. 	Essential
<ul style="list-style-type: none"> • 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
<p>2. Experience <i>This section specifies the level and quality of experience required.</i></p>	
<ul style="list-style-type: none"> • Two years' demonstration of the skills and abilities noted at 1 above 	Essential

3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> • Scottish Vocational Qualification (SVQ) Level 4 in Health and Social Care and Level 4 Manager Award or equivalent qualification enabling registration within 6 months of commencing employment in the post with the Scottish Social Services Council (SSSC). • However, if you do not hold the desired qualification of SVQ4 and Level 4 Manager Award, we are committed to supporting you and you must obtain these qualifications within 12 months from commencing employment in the post. 	Desirable
<ul style="list-style-type: none"> • Must be registered and remain registered with the Scottish Social Services Council as a condition of employment. 	Essential
<ul style="list-style-type: none"> • Diploma in Housing 	Desirable
4. Other <i>This section specifies other factors which may be necessary.</i>	
<ul style="list-style-type: none"> • Must be a member of the Protection of Vulnerable Groups scheme for adults and retain this membership, as the post undertakes regulated work with protected persons. 	Essential
<ul style="list-style-type: none"> • Must be registered and remain registered with the Scottish Social Services Council. Empathy and appropriate professional conduct/detachment in working with potentially vulnerable persons. 	Essential
<ul style="list-style-type: none"> • Meet the clear standards as set in the Scottish Social Services Council Codes of Practice for Social Service Workers and Employers. 	Essential
<ul style="list-style-type: none"> • Empathy and appropriate professional conduct/detachment in working with potentially vulnerable persons. 	Essential
<ul style="list-style-type: none"> • Current and preferably clean full driving licence 	Essential
5. Equal Opportunities 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