

Ekaya Housing Association



JOB DESCRIPTION

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| Job Title: | Generic Housing Officer |
| Salary | As per the Advert plus car user allowance |
| Contract Term: | Permanent |
| Working Hours | Full time 37.5 hrs Mon – Friday 9:00 – 17:30 |
| Reports to: | Housing and Partnership Manager |

Objectives of the Post

- To provide and deliver an efficient and effective generic housing management service to Ekaya customers, helping them to maximise their income, maintain their tenancies, including their rent accounts.
- To maximise Ekaya Housing Association's revenue through prompt and consistent arrears management and debt recovery, whilst identifying and assisting customers to maintain their tenancies.
- To maintain relationships with customers by providing excellent management services, delivering Ekaya's Engagement Action plan, involving the customer in everything we do (Resident Voice) and working with our Customer Panel and estate champions.
- To provide advice on Universal Credit and other welfare benefit entitlements and be responsible for delivering housing services, including Tenancy Management, Voids, Estate Services and ASB.
- To minimise complaints, and increase satisfaction
- To perform against key performance indicators and carry out service improvement action plans
- To investigate subletting and tenancy fraud
- To ensure performance targets, objectives and service standards are met and suitable corrective action is taken when they are not. This will include the identification of service improvements and working within good practice guidelines

CORE DUTIES:

1. Rent collection and arrears management including representing the organisation in Court
2. Tenancy sustainment and social value, signposting to agencies and welfare assistance, partnership working with multi agencies
3. Void management by minimising void rent loss by letting vacant properties as quickly as possible, working across departments collaboratively with shared goal
4. Tenancy management including mutual exchange, succession, assignment accompanied viewings, sign-up, evictions, tenancy audits
5. Estate management including undertaking regular inspections of communal areas to ensure environmental, fire risk, health and safety, communal repairs, estate cleaning and grounds maintenance standards are maintained and noticeboards updated regularly
6. Compliance with the Building Safety Act by carrying out fire door inspections, removal of communal fire hazards, enforcement and carrying out Fire Risk Assessment remedial actions
7. Regular communications with residents on estate issues relation to fire safety, complaints, anti-social behaviour, newsletters, including attending and leading resident meetings and working groups
8. Manage, investigate and progress anti-social behaviour in line with procedure and communicates effectively with customers on the progress of cases. Work with multi- agencies to tackle ASB
9. Takes active steps to work with customers to resolve complaints at an early stage, avoiding the need for formal investigation where this is possible and appropriate
10. Provision of First-Class services and putting the customer at the heart of everything you do, achieving high levels of customer satisfaction
11. To assist with the team's budgets including preparation of service charge, consultation with tenants and leaseholders and implementation
12. Represent the organisation at external meetings as required
13. To undertake other duties and responsibilities of a similar nature which reflect the level of those described above that may be required.
The post-holder may be required to undertake duties at this level elsewhere within the service.

MAIN DUTIES & RESPONSIBILITIES

Rent Arrears and Collection

1. Regularly monitoring of arrears cases, initiating appropriate action where necessary and applying a consistent approach to arrears management by complying with the arrears policy and procedure, ensuring that clear and comprehensive notes are always recorded
2. Providing advice and information to customers by telephone, letter or in person and carry out interviews with customers where required (including at their homes), and establish and monitor repayment agreements

3. Have an understanding of welfare benefits available to customers and guide them where necessary to fully maximise entitlement
4. Taking appropriate legal action (DIY) in accordance with Policy and Procedures including preparing court applications, attending court hearings and evictions where appropriate
5. To proactively signpost residents to housing, welfare benefits advice and money advice
6. Provide advice on money management, Universal Credit and other welfare benefit entitlements, and refer to third parties for debt management
7. To assist with the team's budgets including preparation of service charge, consultation with tenants and leaseholders and implementation

Void and lettings management

8. Minimise void rent loss and turnover period to meet KPI targets by letting vacant property promptly by carrying out pre termination visits, seeking early nominations, passing keys to relevant departments and ensuring viewings and sign ups carried out promptly
9. Provide accompanied viewings for prospective tenants and carry out the sign up procedure with new customers and completes six weekly settling in visits
10. To administer the Lettings and Voids Policies, to attend regular collaboration meetings to ensure compliance with the policy, identifying process improvements and efficiencies, ensuring properties are let within agreed targets which includes visiting applicants, liaising with local authorities and other referral agencies
11. Identify abandoned or sublet property and take appropriate action to investigate and recover possession where required
12. Working with Local Authorities to reduce delays in receiving nominations and ensuring we receive suitable applicants

Tenancy management and sustainment

13. Work with tenants, other agencies and sign-post to relevant agencies, to sustain their tenancies and provide support where needed
14. Advise and assist customers with tenancy related enquiries, including succession, assignment and mutual exchange
15. To appropriately action reports of vandalism, squatting, illegal subletting and abandoned properties
16. Takes ownership of all customer enquiries received, and progresses work as far as necessary to resolve. Take active steps to work with customers to resolve complaints at an early stage, avoiding the need for formal investigations where this is possible and appropriate. Get right first-time approach.

17. Maintain confidentiality of customers' information in accordance with GDPR legislation

Estate management

18. Undertaking regular inspections of communal areas to ensure environmental, fire risk, health and safety, communal repairs, estate cleaning and grounds maintenance standards are maintained and noticeboards updated regularly
19. Compliance with the Building Safety Act by carrying out fire door inspections, removal of communal fire hazards, enforcement and carrying out Fire Risk Assessment remedial actions
20. Monitors gardening, cleaning and other service chargeable works against the agreed specification, having regular performance meetings with the contractor and customers
21. Encourages customer involvement in the monitoring of the estate by carrying out estate inspections with residents increasing resident involvement on all sites
22. To take appropriate action on reports of abandoned vehicles, bulky refuse, graffiti on the estate

Anti-social behaviour and nuisance

23. Manage, investigate and progress anti-social behaviour in line with procedure and communicates effectively with customers on the progress of cases. Work with multi-agencies to tackle ASB
24. Interviewing complainants and alleged perpetrators, following up with an action plan, warning letters, enforcement action and fortnightly reviews
25. Gathering of evidence and court action, including mediation referrals
26. Dealing sensitively with cases of racial harassment and domestic violence and ensuring that all reported cases are recorded and acted upon promptly and where appropriate, liaise with external agencies (Police, Social Services etc) and both statutory and non-statutory bodies

Tenant Participation and involvement

27. Encourage and increase customer involvement in service delivery through a variety of opportunities
28. Increase Customer Panel membership
29. Arrange and lead resident meetings and working groups
30. Attends external meetings as required to represent the Association
31. To participate in the production of Resident Newsletters, the Annual Report website case studies and other publications as required
32. To assist and support Tenant Residents Associations and estate champions

General

33. To provide monthly monitoring information/reports for the Housing Services Manager as and when required
34. To work within the culture and values of the organisation and positively promote the reputation of the organisation
35. To adhere to the Association's Equal Opportunities Policy and Health and Safety Policy
36. To adhere to the Association's policies and procedures, at all times
37. To be familiar with and follow the guidance given in relation to GDPR in regard to data protection matters and handling of personal data
38. Able to work outside normal working hours on a regular basis
39. To undertake other duties and responsibilities of a similar nature which reflect the level of those described above that may be required. The post-holder may be required to undertake duties at this level elsewhere within the service.

This job description describes the current duties and responsibilities of the post. No job description can be entirely comprehensive and the post holder will be expected to carry out such duties as may be required from time to time and are broadly consistent with the job description. The job description will be subject to periodic review.

However, as the post evolves, gradual changes to the duties may occur. Where substantial changes occur either which affect other post-holders or the level of responsibility of the post consultation will take place with the staff affected as appropriate.

Signed: _____ Date: _____
(Post-holder)

Signed: _____ Date: _____
(Human Resources)



**Ekaya Housing Association
GENERIC HOUSING OFFICER**

PERSON SPECIFICATION

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| Education/Qualifications | Educated to A Level or equivalent with GCSE or Equivalent passes in Maths and English Grades A-C | Essential |
| | Professional Housing and CIH Qualification or equivalent | Desirable |
| Knowledge | Sound knowledge of best practice in management of income recovery, debt counselling and housing management | Essential |
| | Knowledge and understanding of: Social Housing Regulation Act, Building Safety Act, Welfare Reform, The Housing Act as amended, The Leasehold Reform Act and any legislation related to the properties managed | Essential |
| | Knowledge of current housing legislation, good practice and ability to keep abreast of forthcoming legislation | Essential |
| | Previous experience of managing income collection, rent arrears, service charges and tenancy management procedures | Essential |
| | To be familiar with and follow the guidance given in relation to GDPR in regard to data protection matters and handling of personal data | Essential |
| Experience | At least 2 years' experience of working in a housing association or local authority, providing generic housing management services to tenants and leaseholders | Essential |
| | Experience in partnership working with range of statutory and voluntary sector providers and enforcing tenancy agreements | Essential |

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| | Experience of identifying and assisting customers to sustain their tenancies and enhance their life chances | Essential |
| | Experience of partnership working to improve service delivery including liaison with external agencies | Essential |
| Skills/Abilities | Experience in enforcing tenancy and management conditions | Essential |
| | Ability to carry out DIY possession and presenting cases in court as well as attend eviction as necessary. | Essential |
| | Ability to write clear and concise reports and letters | Essential |
| | Ability to maximise rental income through sound arrears management, minimise void loss, work to arrears and void targets | Essential |
| | Proven ability to manage and deal with complaints including nuisance, harassment, anti-social behaviour and take necessary appropriate action including legal remedies | Essential |
| | Ability to prioritise own workloads and work to deadlines | Essential |
| | Experience of Health & Safety, building safety related to Tenancy, Leasehold and Property Management | Essential |
| | Ability to assess the risks associated with lone working and other Health and Safety hazards associated with the job including the ability to communicate and report un-assessed risks to others | Essential |
| Personal Characteristics | Excellent organisational and communication skills | Essential |
| | A positive can-do attitude, proactive and solution driven approach | Essential |
| | To always adhere to the Association's policies and procedures | Essential |
| | Excellent computer skills and ability to use IT to improve performance and efficiency in service delivery | Essential |

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| | Knowledge of Housing Management record keeping systems such as Key Performance Indicators (KPI) and contributing to service improvement plans | Essential |
| | Detailed knowledge and understanding of equal opportunities and diversity | Essential |
| | Ability to travel to properties within the localities that we operate. Own a car with clean drivers' licence | Essential |
| | Able to work outside normal working hours on a regular basis | Essential |
| | Able to work from office base during core hours | Essential |