

Housing Officer (Generic)

Job Title: Housing Officer (Generic)

Salary: £37,343.00 per annum, plus car user allowance of £1,170.00

Contract Term: Permanent

Working Hours: Full time 37.5 hrs | Monday to Friday 9:00 – 17:30

Reports to: Housing and Partnership Manager

Ekaya Housing Association are looking for a housing professional with a laser focus on customer service and satisfaction.

Are you able to ensure that our ambitions of maintaining top-quartile performance and better, is delivered, and demonstrate that you have the all-round skills, positive attitude, competence, knowledge and experience to move the service forward with drive and customer focus?

As part of the housing management team reporting to the Housing and Partnership Manager and working closely with residents and all internal departments, you will live and breathe the values of Ekaya and ensure that the voice of the customer is heard. This is an exciting time to be joining Ekaya, we have ambitious growth plans, and you will need to be comfortable working directly with our customers providing First Class services and finding solutions when things do go wrong.

As a personable, empathetic professional, you will build strong relationships with customers, colleagues and stakeholders. You will demonstrate success in working collaboratively with colleagues to improve performance and increase satisfaction. You will be a confident communicator and have excellent interpersonal skills.

We are looking for someone who is an experienced Housing Officer with a positive outlook and a proactive hands-on approach. The ability to develop strong relationships with a broad range of internal and external stakeholders will be key.

We offer an excellent package which includes:

- Competitive salary
- 7% employer pension contribution
- 4 x life insurance
- Employee Assistance Programme
- 25 days holiday plus public holidays, rising to 30 days after five years continuous service
- Health benefits

To apply, please submit a current and up to date CV along with a personal statement.

Ideally in no more than two pages we want to see evidence of how your work experience relates to the requirements set out in the role specification.

Please submit your application by way of CV and supporting statement via email to recruitment@ekaya.co.uk.

Closing date – Midnight, Sunday 24/05/2026 & Interviews Tuesday 02/06/2026 (tbc)