

JOB DESCRIPTION

Job title: Housing Officer
Location: Northwest
Reporting to: Head of Housing



The Role

The main purpose of the role is to deliver a high quality, specialist, supportive, intensive housing management service that is responsive and sensitive to tenants needs and to ensure that existing and potential tenants are supported so they are able to maintain their tenancy and independence. The role holder will be responsible for continuously aiming to provide the best possible tenant experience and being the 'face' of BeST in the community.

Key Duties/Responsibilities

- Monitor allocation referrals and applications from care providers/commissioners' sign-up new tenants, preparing tenancy agreements and individual welcome packs, co-ordinating the proof of identity process and undertaking right to rent checks.
- Provide guidance and intensive housing management support to new tenants explaining tenancy management, maintenance services, community services and access to any other services they may require ensuring tenants abide by tenancy conditions.
- Submit and monitor housing benefit claims where required and address any issues that may arise including rent arrears, liaising closely with the Revenue and Benefits team.
- Act as advocate for tenants to ensure they can access all key internal and external services.
- Undertake regular service level contract visits, tenancy audits and inspections, identify repair and maintenance issues reporting damaged furniture to designated areas.
- Proactively support tenants who are struggling to sustain a tenancy. This will include, but not be limited to, signposting tenants to welfare rights services, money advice and mutual exchange, and where appropriate volunteering/employment initiatives and offering advice and guidance on keeping the property to a good standard in line with the tenancy agreement.
- Liaise effectively, and develop strong working relationships with, a variety of statutory, voluntary, and private organisations including commissioning local authorities, housing benefit departments, welfare rights services, DWP, charities and debt management services.
- Respond swiftly to enquiries, complaints requests or problems raised by tenants, support providers, appointees or other related professionals, via email, letter, telephone or home visit.
- Offer personalised solutions to tenants and their neighbourhoods in relation to any problems.
- Host or attend Multidisciplinary Team Meetings when necessary and progress any actions with the tenant.
- Dealing with and investigating breaches of tenancy, serving Notices of Seeking Possession where appropriate, always adhering to current housing law and attending court hearings if necessary.
- Report any emergency repairs to the Maintenance Team, liaising closely with the Maintenance Team and external agencies to understand the current position of all voids within your patch.
- On a weekly basis, manage voids, rents, and housing benefit across BeST's computer system (SASSHA) working continually to ensure rent arrears are minimised.

Registered Office: 2A Sentinel House, Albert Street, Eccles, M30 0NJ

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- Work with the Tenant Engagement Lead Officer to support tenant engagement.
- Comply with BeST's Housing Management, Safeguarding, Complaints, Lone Working and H&S Policies.
- Identify training needs as necessary and be committed to continuous professional development.
- Undertake other duties as commensurate with the role of Housing Officer and as instructed by the Head of Housing Management.

Essential Skills/Experience

- Good general education up to GCSE level.
- An understanding of customer care and a commitment to the provision of consistent quality housing services.
- An understanding of the needs of tenants living in specialist supported accommodation in respect of mental health and learning disabilities.
- Supported/general needs housing management experience.
- Experience of housing management policy and process.
- Experience of building relationships with multi-agencies to provide support and help to tenants when dealing with serious breaches of tenancy and other tenancy related matters.
- Experience of managing own workload and multi-tasking.
- Ability to communicate effectively both internally and externally with staff, tenants, support providers, their representatives and other support professionals.
- Ability to work effectively as part of a team and to contribute to the achievement of team targets and outcomes.
- Ability to work under pressure and to deadline and to maintain accurate records.
- Good interpersonal skills, time management and problem-solving skills.
- Excellent customer service skills.
- Excellent negotiation and influencing skills.
- Experience of housing management databases, Microsoft packages (Excel, Word, Teams) with ability to retrieve information.

Desirable Skills/Experience

- CIOH Level II in a housing management related qualification.
- An understanding of managing diverse supported housing schemes.
- Experienced in safeguarding, health and safety, lone working, and complaints monitoring.

Other

- Full driving licence and access to own car.

Please forward your CV and cover letter to info@bestha.co.uk

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