

# A day in the life of a housing officer in Temporary Housing

## What does the role involve?

A housing officer in Temporary Housing will typically manage a patch of about 150 properties.

A typical day could involve dealing with any out of hours emergencies, work on rent arrears, raising repairs and a range of other issues including helping people settle into properties, liaising with property owners and ensuring gas safety checks are carried out. All tasks are the responsibility of the housing officer to see through to completion.

We offer a hybrid way of working that typically involves at least two days a week dedicated to visiting residents, while another day involves covering the duty line where customers call if they have an emergency. We have offices in Kings Cross and Hammersmith where staff come together, and there's sometimes the ability to work at home when the task at hand requires it.

In Temporary Housing we deal with landlords as well as tenants and our goal is to keep both types of customer happy - whilst also working with internal and external stakeholders.

## What is most rewarding about the job?

Housing Officer Naomi explains:

*'When I'm able to build trust with a tenant who may have given up trying to get issues resolved in the past. It feels good when I can help them and change the tenant's mind about services available to them. I remember one occasion we were able to transfer a family to another property before they were evicted. The property was also better suited to their needs. They still call me from time to time and I'm so happy we were able to prevent them from becoming homeless.'*

Housing Officer Sharon describes how she has helped develop her experience and self-confidence:

*'I am quite an ambitious person and have always wanted to climb the ladder of opportunity. Securing this role has shown me that I have the skillset and passion inside of me. I now see my career as something that is within my power to shape accordingly. Before this, I was majorly apprehensive, and self-doubt almost took over me but thankfully I applied and was successful. Doing this job has given me immeasurable confidence levels and shown me that there is no limit to what I am capable of careerwise.'*

## What skills do successful applicants need to possess?

As a housing officer in Temporary Housing, you will need to demonstrate outstanding organisational skills. You need to balance daily reactive work with proactive tasks. You must be able to demonstrate that you are fully accountable and follow through on all issues as they arise. You must also be meticulous about keeping accurate records of interactions on our systems.

Temporary Housing is a commercial business that must make a surplus to exist. Successful candidates must have a proven track record of seeking value for money in all their decision making. You will be able to compare, contrast and, where necessary, challenge costs for the best outcome.

Positive relationship building with tenants, colleagues and external agencies is a requirement for all our Housing Officers. You will need to demonstrate that you are a "people person" that can comfortably engage with people from all walks of life to bring about the best possible outcomes.

You must also be able to prove that you are able to remain calm and positive in your day-to-day interactions. Communications, both verbal and written, need to be quick and clear. You should possess an intuition around how to prioritise your own workload.

*'I would say to anyone looking for a career change... if you want/ enjoy a challenge then apply for the housing officer role within temporary housing. It has been an incredibly rewarding learning curve for me, and it could be the same for you'*