

Specialist Housing Adviser

Operations > Supported and Temporary Housing

What's it all about

You will be an expert in housing matters and services specialised to our residents, always considering their needs and vulnerabilities, and putting them at the heart of everything we do.

How you'll make a difference

Working in the business development team you will help our operational colleagues to resolve housing management issues. As well as providing expert advice, you will audit our services to ensure their quality and support colleagues to improve their practices.

How you'll do it

Quality Framework

- Work with your line manager to ensure that an effective audit programme is in place and carried out across the business. Taking part in completing audits as required.
- Review key pieces of work or information to identify trends or patterns and deliver recommendations to senior managers.
- Lead working groups on key housing areas affecting the business (e.g., long-term voids or managing arrears) and give practical, hands-on support to operational colleagues to develop and implement solutions to problems.
- Participate in quality assurance programmes e.g., spot-checking FRA evidence, incident reports and other areas of day-to-day practice.
- Review key pieces of work or information to identify trends or patterns and deliver recommendations, reporting to your manager, the Head of Service Development or DMT as appropriate.
- Analyse qualitative and quantitative data as required to assess operational performance.

Improvement projects

- Review and develop practice expectations for supported and temporary housing (e.g., approaches to arrears, risk management, eviction) – monitoring, supporting and sharing accountability for achievement of improvements.
- Work with colleagues in the assets teams to understand compliance and repairs programmes and help bring our departments closer together.
- Gather information on maintenance needs and resident experiences to help the business to prioritise and feed into property investment programmes.
- Create and roll out pilots and offers developed with residents and colleagues related to specialist housing.
- Develop practical guidance and bite-size learning programmes that respond to identified needs and improve teams' ability to deliver excellent supported and temporary housing.
- Engage with IT system development (e.g. housing databases, case management systems, and reporting software) so that the business' needs are met.
- As required, participate in rapid improvement projects at specific services.

Expert Advice

- Keep up to date with benefits changes and external factors likely to effect housing management income (e.g., intensive housing management).
- Keep up to date with regulatory changes which affect residents in supported and temporary accommodation.
- Provide expert advice to frontline staff and managers related to housing processes (e.g., housing benefit and universal credit, DFG, support to escalate urgent repairs).
- Attend external meetings with operational colleagues to support particularly complex cases.

General

- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

Essential knowledge, experience and skills including qualifications and professional membership.

- Strong understanding of supported and temporary housing and the customer groups living in our accommodation, demonstrating knowledge of the challenges, risks, and benefits of a positive environment.
- Excellent understanding of specialist housing frameworks and current policy and practice.
- Direct experience of delivering housing management for people with additional needs.
- Experience of analysing diverse data/information and delivering recommendations.
- Direct experience of working with external stakeholders e.g., social services, police, safeguarding leads, and others

- Excellent written communication skills: able to produce clear, accessible reports, policy documents and plans.
- Excellent relationship building abilities, able to develop partnerships with staff at all levels.
- Excellent verbal and presentational skills.
- Creative approach to problem solving.
- Skilled at building persuasive arguments and business cases.
- Able to work flexibly, managing deadlines and competing priorities.
- Effective IT skills including intermediate MS Office skills.
- Degree level or similar professional experience.
- Enhanced DBS Disclosure