

Housing Officer

Temporary Housing

Overview	
Role Purpose	A Housing Officer is the primary point of contact for tenants. They are responsible for managing the tenants and properties on a patch of temporary homes, ensuring that tenants comply with their obligations under the tenancy agreement and properties are maintained to the standard in which we received them from the landlord minus fair wear and tear.
Responsible for	<ul style="list-style-type: none"> • Being the primary point of contact for their tenants • Starting and ending tenancies including sign ups and evictions • Ordering and managing repairs • Maintaining contact with tenants including home visits • Liaising with landlords over repairs and other issues • Collecting rent • Handing back properties to landlords at end of lease <p>Dealing with any other tenancy related issues</p>
Reports to	Housing Operations Manager – Temporary Housing
Line management	N/A
Tier	Tier 9
Expectation Level	Colleague
Role relationships	
Internal	Asset management including gas and electrical compliance teams, tenancy support and welfare benefit advice teams
External	Landlords, local authorities, contractors, essential service suppliers

Role accountabilities	
<ul style="list-style-type: none"> • To be responsible for the management of a patch of temporary homes including regular communication and meetings with each resident at home (usually 3 times a year) and contact with landlords as required, and being responsible for ensuring that any issues they have raised are resolved appropriately. • Encourage and support residents in maintaining their homes, paying their rent and meeting their other obligations under their tenancy agreement. • Welcome new residents to Notting Hill Genesis by carrying out new tenancy sign ups, meeting new residents in their homes, ensuring essential services are connected and working, demonstrating how to use heating systems, and identifying any outstanding repairs. • Identify vulnerable tenants and make appropriate plans to support them, including safeguarding. 	

Role accountabilities

- Ensure properties are maintained in a good condition by diagnosing, ordering and managing necessary repairs. Seek appropriate support from surveyors, specialist contractors and the asset management team, where necessary; and take overall responsibility for ensuring repairs are delivered quickly, effectively, economically and to the residents reasonable satisfaction.
- Ensure any communal areas are clean, safe and well maintained by working with landlords, local authorities, managing agents or other external parties as required.
- Manage the work of any contractors that you engage and seek feedback on their work upon completion, feeding back to the management team as necessary.
- Manage and monitor a repairs budget ensuring you work within financial regulations and get best value from our contractors.
- Ensure landlords are notified promptly of any repairs they are required to carry out and given a reasonable time to complete them. Arrange for works to be carried out on landlord's behalf if requested or required and ensure works are recharged to the landlords account.
- To work with the gas compliance team to ensure performance for the patch is always maximised and to ensure access is obtained within the required timescales.
- To work with the Landlord Services team at lease renewal to ensure any issues identified with property are resolved and stock condition updated.
- To attend evictions with bailiffs and ensure property is secured
- To handback properties to the landlord at the end of the lease with only fair wear and tear and to minimise dilapidations payments.
- Effectively manage the income and expenditure for all properties on your patch.
- Work with Income Officers and Welfare Benefit Advisers to collect rent and manage rent accounts, taking appropriate action to recover debt, including pursuing legal action for possession where appropriate.
- Calculate housing benefit entitlement for new residents and ensure residents with problems paying their rent because of benefit issues are referred to the Welfare Benefit Adviser
- To liaise with local authorities and other agencies

General

- Ensure you follow the financial regulations, policies and procedures at NHG.

Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience

Essential

- Experience of working in a customer facing/front line role.

Desirable

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<ul style="list-style-type: none"> • Ability to work accurately using complex databases and systems 	
<ul style="list-style-type: none"> • Ability to manage relationships with diverse customer base • Excellent communication skills including <ul style="list-style-type: none"> • ability to explain complex situations in writing to customers • writing basic reports • influencing a range of stakeholders <p>Effective IT skills including basic MS Office</p>	

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an **colleague** expectation level and therefore you should refer to the **colleague** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

Safeguarding

<p>Any appointment to this post is conditional upon and subject to:</p>	<ul style="list-style-type: none"> • Basic certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)
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You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.