



Housing Officer



Working better together
for our residents

Operations Directorate

What's it all about

As a dedicated Housing Officer, you play a vital role in enhancing the living experiences of our residents. Proactively engaging with our communities, you strive to understand the factors influencing resident satisfaction and dissatisfaction, using this insight to drive continuous improvement in service delivery.

Taking ownership of the schemes under your management, you ensure that the basics, including repairs, cleaning, and grounds maintenance, are executed with excellence. You will enhance this by really understanding your residents and delivering on their needs.

Accountability is key – you are responsible for fostering positive resident experiences, regardless of scheme set up.

How you'll make a difference

- Actively listen to residents, promptly addressing any issues related to their property or living experience.
- Foster a strong presence, ensuring residents know you, by being readily available and proactive.
- Being visible and contactable you will foster collaboration with residents, managing agents, contractors, and internal colleagues to collectively solve problems, taking ownership until resolution.
- Collaborate internally and externally to identify areas of improvement, both in yourself and in the services provided, contributing to an ever-evolving positive environment.
- Be a service charge expert, effectively setting and managing budgets and communicating with residents.
- Collaborate with residents, internal departments, and external stakeholders to collectively solve problems, demonstrating a commitment to seeing issues through to completion.

- Communicate effectively with empathy, ensuring residents are kept informed and updated on the progress of issues affecting them.

How you'll do it

Operational:

- Be visible, responding to a variety of queries from residents.
- Host regular community events or forums to encourage open communication and address concerns directly.
- Act as a strong advocate for residents, ensuring their concerns are effectively communicated and resolved.
- Implement performance improvement initiatives in collaboration with internal teams and external contractors.
- Resolve disputes or complaints raised by residents, ensuring written communication reflects NHG positively.
- Conduct thorough investigations, providing transparent and well-documented resolutions e.g. ASB cases.
- Foster an environment of collaboration across teams, encouraging the sharing of insights and best practices.
- Collaborate with building or property managers to enhance the resident experience.
- Stay curious about resident issues, taking proactive steps to address and improve them.
- Ensure achievement of KPIs, supporting your team and others in reaching theirs.
- Set and manage service charges, ensuring fairness and transparency.



- Collaborate with relevant stakeholders, ensuring alignment with project objectives and timely completion.
- Ensure residents and homes are safe by acting on repairs, FRA's, ASB, and safeguarding, aligning with NHG procedures.
- Undertake estate inspections to ensure our places are maintained to a high standard ensuring compliance with health and safety regulations.
- Collaborate with internal repairs and planned colleagues to maintain excellent places and plan and deliver improvements.
- Effectively manage the managing agents to ensure they are fulfilling their obligations, and their costs are fair and can be justified to our residents.

General:

- Take ownership of your own development, and learning, including obtaining professional qualifications.
- Ensure you at all times are working in line with our financial regulations, health and safety policies, code of conduct and all other NHG policies.
- Foster positive internal working relationships within Operations and across NHG.
- Represent the resident voice, taking responsibility for the entire resident experience.
- Collaborate with others to deliver specific projects or service improvements.

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. This role is at officer level.

Knowledge, experience, and skills:

Essential:

- Sound customer service knowledge, preferably within a housing environment.
- Excellent interpersonal and verbal communication skills.
- Tenacity, resilience, and problem-solving skills.
- Excellent investigative, influencing, and negotiating skills.
- Strong analytical and customer-focused mindset.
- Effective team collaboration and IT skills.
- Ability to meet deadlines and demonstrate attention to detail.
- Pending confirmation of legislative changes, this role may require a qualification to demonstrate competence. If not already qualified, there may be an expectation to study towards a professional qualification.

Desirable:

- Previous housing experience.