# SupportEd Housing Officer

**Salary**: £27453 -£30503

**Contract**: Permanent

**Hours**: 35 hours per week

**Location**: St Giles Moor Hall Lane East Hanningfield Chelmsford Essex CM3 8AR

**Passionate about helping vulnerable people? We need you!**

NHG’s Support Directorate delivers homes for thousands of people who face challenges in today’s housing climate. Our residents include older people, people with learning disabilities, physical disabilities and mental health needs as well as people who have experienced homelessness. We strive to ensure that, regardless of need, our residents can lead their lives at home with dignity, in safety and in control.

We are now recruiting to our key frontline Supported Housing Officer role.

As the principle housing contact for supported housing residents, our Supported Housing Officers will deliver person-centred housing management. We know that having a safe, secure home is fundamental to everyone’s wellbeing. Considering the needs of each resident, you will endeavour to put them at the heart of everything we do. Your role will often include working in partnership with other agencies and advocating for residents, as well as setting clear expectations with residents, so they consistently have the information and assistance to sustain their tenancies.

You’ll be personally committed to delivering services of the highest quality and be able to demonstrate your experience in either housing management or working with vulnerable people. You will ensure that our homes are well-managed, with minimised voids, maximised income, and above all offer positive environments for our residents.

This is a challenging and rewarding role. You will be adept in risk management, have good judgement, strong interpersonal skills and a passion for excellent customer service. As part of the role you will be managing a small staff team.

This role is based in the Chelmsford area, and you will be responsible for 3 supported housing services. You will need to have access to a vehicle due to the location of the services that will fall under your management.

If this sounds like the challenge, you are looking for we’d love to hear from you.

In return we offer a competitive salary, generous annual leave, health cash plan, season ticket loan, life assurance and a generous contributory pension offer as well as other benefits packages. The appointed candidate will join on the starting salary which will increase to £30503 after successful completion of probation.

To apply for this role, upload your CV and supporting statement. Please note a supporting statement is not a cover letter. You will need to address the behaviours and essential criteria listed on the role profile and provide examples of how you demonstrate these skills. Please see the Role Profile for further details. You can request this from our Recruitment Partner - Retinue Solutions if the document/link is not showing on this job board.

We are looking for examples of the following to be addressed in your statement:

* Experience of working in a similar setting, providing housing management for vulnerable or older individuals
* How you have dealt with challenging situations for the benefit of a resident
* Why you are the ideal candidate for this role

This role will require a DBS check. Therefore, an enhanced check will be requested in the event of you being offered the position as part of our pre-employment checking process.