

Job Description and Person Specification

Job Title	Graduate Trainee Housing Officer
Salary	£24,000 per annum Progression to Housing Officer salary upon successful completion of trainee programme (typically 12-18 months)
Annual Leave	26 days per year and bank holidays and statutory holidays. 1 additional day of annual leave per year for each full financial year continuously employed by DHI, up to a maximum of 31 days annual leave per year.
Pension	Contributory pension scheme, where DHI contributes 7% and the employee contributes a minimum 3% of their salary tax free.
Benefits <ul style="list-style-type: none"> • Flexible home-working, allowing you to work from home for part of your working week, subject to management approval. • Life Assurance Cover. • Mileage allowance of 45p per mile for using your own car for work journeys. • Cycle to Work scheme that can save you 25-39% on the cost of a bike and cycling accessories. • Deals and discounts available from DHI's membership of Blue Lightcard Card scheme. • Access to a confidential 24-hour helpline to support you through life's challenges. • Training to help you to do your job well, and a friendly and a supportive workplace with a track record for promoting high performing staff. 	
Hours of Work	37.5 hours per week and additional hours as required from time to time. Usual working hours are 9am to 5pm with occasional evenings and weekends.
Place of Work	Kingswood and any other location required by DHI. Flexible working means you can choose to work at home for part of your working week (to be agreed with your line manager to meet service need).
Travel for Work	Required to travel across Bristol, Bath, Gloucestershire and must be willing and legally able to drive and have use of a car that is insured for business use.
Accountabilities	Accountable to: Home Turf Lettings Service Team Leader
Purpose	<ul style="list-style-type: none"> • Under supervision the postholder will develop the knowledge and skills required to manage a portfolio of tenancies and properties • Support tenants to sustain and succeed in their tenancies while building competency in housing and property management • The role includes mentoring and phased responsibility with the expectation of progression into a Housing Officer role.

Responsibilities

- Support the management of a portfolio of tenancies under supervision, with responsibility increasing as competence develops.
- Act as a point of contact for landlords and tenants alongside mentor/team leader.
- Conduct regular property and welfare visits, supporting tenant settlement.
- Assist with pre-tenancy checks.
- Support rent account monitoring and arrears management.
- Report maintenance issues and ensure timely resolution.
- Support compliance checks and record keeping.
- Support prompt property turnover for vacant units.
- Maintain accurate records of all work.
- Provide feedback to management, including reports on key metrics.
- Report concerns promptly to Mentor/Team Leader.
- Adhere to relevant legislation and organisational policies.
- Adhere to all relevant legislation and organisational policies and procedures at all times.

Compliance

- Understand and adhere to all DHI's policies and procedures as well as good practice guidelines, legal and regulatory requirements.

Development & Progression

The successful candidate will receive:

- Structured supervision and mentoring
- Formal internal and external training
- Competency reviews at 6, 12 and 18 months
- Opportunity to progress to Housing Officer salary band

Skills, Knowledge, Experience, and Behaviours

The most important quality to succeed in this role will be your positive attitude, resilience, and enthusiasm for the work of DHI and your team.

Essential Criteria:

It is also **essential** that you can demonstrate:

- Belief in and willingness to model DHI values in behaviours, as described in the Behaviour Framework (attached).
- Educated to degree level (or equivalent experience) in housing, psychology, criminology, social sciences, property management or related field.
- Excellent communication skills, written and verbal.
- Willingness and ability to learn housing legislation and tenancy law.
- Demonstrates resilience and commitment to working with vulnerable individuals.
- Strong organisation skills and ability to manage workload with supervision
- MS Office experience, bespoke software packages.
- Excellent planning, time management and organisation skills.
- Shows positivity, enthusiasm, optimism, resilience and copes under pressure
- Flexible, proactive and able to respond to changing operational demands

Other

Driving Licence with access to vehicle and willingness to use it for work travel.

Experience of working with vulnerable people All the above skills, knowledge, experience, and behaviours will be tested at application and interview.