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| Job Description and Person Specification |
| **Job Title** | Housing Officer  |
| **Salary** | £29,000 per annum  |
| **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*** 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](http://bluelightcard.co.uk) 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.
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| **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 Manager  |
| **Purpose** | * Reporting to the Home Turf Lettings (HTL) Service Manager, the post holder is responsible for a portfolio of tenancies and properties (approximately 50 units); ensuring that all HTL tenants are able to sustain and succeed in their tenancies and delivering excellent property management.
* Promote social inclusion and independence.
* Work alongside people experiencing problematic alcohol or drug use using a person-centred approach to support them in achieving their goals.
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| **Responsibilities** * Manage a property portfolio with the support of the Team Manager.
* Serve as main point of contact for tenants, landlords, and representatives.
* Manage new tenant applications and referrals, fostering partnerships with agencies.
* Conduct pre-tenancy checks, lease signings, and manage deposits.
* Conduct regular property and welfare visits, supporting tenant settlement.
* Ensure compliance with tenancy agreements and leases.
* Manage rent arrears and provide support to vulnerable tenants using a person-centered approach.
* Report maintenance issues and ensure timely resolution.
* Conduct fire alarm and emergency light tests, maintain records.
* Expedite property turnover for vacant units.
* Maintain accurate records of all work.
* Provide feedback to management, including reports on key metrics.
* Report concerns promptly to Service Manager.
* 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.

**Other*** This job description contains only the main accountabilities relating to the post and does not describe in detail all the duties required to carry out the role.
* The post holder will be expected to undertake any other duties reasonably requested by their manager and commensurate with the expectations of the role.
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| **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:**Behaviours*** Belief in and willingness to model DHI values in behaviours, as described in the Behaviour Framework (attached).

**Skills and Qualifications*** Excellent communication skills, written and verbal.
* Proven ability to build effective relationships and experience of liaising with a variety of stakeholders in order to achieve successful outcomes.
* MS Office experience, bespoke software packages.
* Experience or demonstrable behaviours which show an ability to deal with challenging behaviours and conflict resolution.
* Experience or demonstrable behaviours which show an ability to positively motivate tenants in sustaining their tenancy.
* An understanding of a variety of legislation including The Consumer Protection from Unfair Trading Regulations 2008 (CPRs), The Deregulation Act 2015, Immigration Act 2014 and Protection from Eviction Act 1977.
* Knowledge of Housing Maintenance, ability to identify basic maintenance issues and describe the type of work needed.
* Health and Safety requirements in respect of property and tenancy management.
* Excellent planning, time management and organisation skills.
* Self-motivated, with the ability to manage own workload and varied priorities through to conclusion.
* Person centred approach to working with our diverse tenants.
* 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.**Desirable Criteria:** It is **desirable** that you can demonstrate:**Experience*** Experience of working within a Property Maintenance role.
* Experience of working within a social housing environment.
* Holder of the Level 3 Award in Residential Lettings and Property Management, or working towards.
* Knowledge of housing and welfare benefits.
* A good awareness of the effects of homelessness and the challenges vulnerable people on low incomes face in being able to successfully sustain a tenancy.
* Understanding the role and importance of social housing.

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