



Specialist Housing Officer

Head Office/Home Working

Hours: 37.5 hours per week 9.00 – 17.15 Monday to Friday.

Part of the: Housing Department

Responsible to: Specialist Housing Manager

Purpose

The Specialist Housing Officer has overall responsibility for Gypsy and Traveller sites in Somerset and Devon for 2 days a week. The remainder of your time includes delivery of generic housing management and extra support to the wider housing team. This includes general needs accommodation, other Gypsy and Traveller sites and Houses in Multiple Occupation.

You will have responsibility for the management of rent accounts and income maximisation, empty homes and pitch management, shared ownership enquiries, reports of antisocial behaviour and customer engagement and involvement.

Responsibilities: A Specialist Housing Officer will

- ✓ Place our customers at the heart of you do, listening to views and engaging residents in the shaping of services.
- ✓ Provide a cost effective and value for money service.
- ✓ Undertake regular site and communal space inspections and ensure any issues are dealt with in a timely manner. This includes reporting of Health and Safety and repairs where noted.
- ✓ Deliver the Housing Team Plan with your team.
- ✓ Complete weekly reviews of all rent accounts that includes undertaking any necessary action within our policies and procedures.
- ✓ Deliver services to our Shared Ownership residents
- ✓ Support residents with applications for Discretionary Housing Payments, seek charitable bequests and ensure income maximisation for residents.
- ✓ Ensure delivery of cleaning and grounds maintenance services within agreed specifications where required.

- ✓ Manage reports of antisocial behaviour including taking legal action where required.
- ✓ Visit residents at their home addresses as and when necessary.
- ✓ Manage empty properties, including advertising, shortlisting and the reletting of tenancies.
- ✓ Manage empty pitches on the Gypsy and Traveller sites, including shortlisting and the reletting of those pitches.
- ✓ Achieve individual and departmental Key Performance Indicators.
- ✓ Work successfully in partnership to deliver positive outcomes for our residents.
- ✓ Assist the Specialist Housing Manager in the partnership management of local authorities for whom we deliver services, in particular the local authorities in South Somerset and Devon.
- ✓ Work with the Specialist Housing Manager to set up and mobilise new services as and when they are brought online.
- ✓ Undertake other areas of work that are commensurate with your post.

Qualifications and Experience: In this role a Specialist Housing Officer will need the following:

- ✓ Significant experience of working as a Housing Officer in a social housing environment.
- ✓ Experience of managing rent accounts.
- ✓ Experience of managing anti-social behaviour caseload.
- ✓ Experience of managing empty homes and/or empty pitches.
- ✓ Experience of working to targets and able to demonstrate achieving Key Performance Indicators
- ✓ Full driving license.
- ✓ Have experience of working with Gypsy and Traveller communities
- ✓ Experience of working successfully in partnerships to secure the best outcomes for residents.

It would be great if you could also:

- ✓ Be a member of a professional Housing body or hold other suitable qualifications.
- ✓ Have experience of delivering a generic social housing role.
- ✓ Understand the regulatory framework and the impact on the sector.

Skills and Abilities:

In this role a Specialist Housing Officer will need the following:

- ✓ Able to work to targets and improve service delivery.
- ✓ Deal with competing work demands throughout the day.
- ✓ An ability to work as a team member.
- ✓ Be flexible and responsive to residents and your work colleagues.
- ✓ To be self-starter who can get on with the job.
- ✓ Understand how to deliver services to a diverse customer base.
- ✓ Excellent written and oral communication skills.

It would be great if you could also:

- ✓ Have an understanding of asset management and repairs.
- ✓ Have a good knowledge of housing law and civil law requirements.
- ✓ Have experience of court attendance for rent collection and antisocial behaviour cases.
- ✓ Understanding of working with diverse communities.



Values:

Elim's customers include families and single people living in our properties for rent, young people undertaking apprenticeships or training, clients within our support services and people buying houses that we have developed, among others. We have the same aim for all these relationships: to ensure that the housing and services Elim provide serve as a platform for growth, facilitating all our customers to achieve their aspirations. In this way, we make our homes truly life changing by ensuring that our service has a positive impact long after a person has left Elim accommodation.

Elim **CARES** Values were created in partnership with our customers, staff, Board and other stakeholders, and they represent our commitment to how we deliver our services and work together successfully.

A Specialist Housing Officer lives by the Elim CAREs values:



GENEROUS ANNUAL LEAVE ENTITLEMENT

Employees receive 25 days paid annual leave, rising by 1 day for each complete year of service to a maximum of 30 days.



FLEXIBLE WORKING

We do all we can to encourage a healthy work-life balance.



LEARNING AND DEVELOPMENT

We believe in developing our staff and investing in your learning and training.



MILEAGE EXPENSES

We pay mileage expenses at a rate of 45p per mile.



PENSION AND LIFE ASSURANCE

We are a member of the Social Housing Pension Scheme



HEALTHSHIELD BENEFITS

Benefits available include: Employee assistance programme, healthcare cashback and shopping discounts