



Housing Officer

Head Office

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

Part of the: Housing Department

Responsible to: Head of Housing Services

Purpose

The Housing Officer role is to deliver generic housing management services across a patch of around 300 properties in Birmingham, Wales and Gloucester. Based at Head Office and from home, you will manage rent collection and income maximisation, empty homes management, shared ownership enquiries, reports of antisocial behaviour and customer engagement and involvement.

Responsibilities: A Housing Officer will:

- ✓ Place our customers at the heart of you do, listening to views and engaging residents in the shaping of services.
- ✓ Undertake regular site and communal space inspections and ensure any issues are dealt with in a timely manner.
- ✓ Complete weekly reviews of all rent accounts that includes undertaking any necessary action within our policies and procedures.
- ✓ Manage reports of antisocial behaviour.
- ✓ Manage empty properties on your patch, including advertising, shortlisting and the reletting of tenancies.
- ✓ Achieve individual and departmental Key Performance Indicators.
- ✓ Provide a cost effective and value for money service.
- ✓ Deliver the Housing Team Plan with your team.
- ✓ Deliver services to our Shared Ownership residents.
- ✓ Ensuring delivery of cleaning and grounds maintenance services.
- ✓ Ensuring delivery of cleaning and grounds maintenance services in our shared accommodation.
- ✓ Work successfully in partnership to deliver positive outcomes for our residents.

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

- ✓ Demonstrable experience of working as a Housing Officer in a social housing environment.
- ✓ Experience of working to targets and able to demonstrate achieving Key Performance Indicators.
- ✓ Experience of managing rent accounts.
- ✓ Excellent written and oral communication skills.
- ✓ Experience of managing anti-social behaviour caseload.
- ✓ Experience of working with diverse communities.
- ✓ Experience of managing empty homes
- ✓ 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 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.

It would be great if you could also:

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



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 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