



Homes that change
people's lives

Job Advert: Housing Officer

Details

Reference

000746

Salary

£26,000 to £29,000 per annum

Department

Housing Services

Hours

37.5 hours per week

Job Type

Permanent

Location

Head Office / Homeworking

Closing Date

Sunday, 13 February 2022

Planned Interviews

Friday, 25 February 2022

Job Description

Elim Housing Association is a provider of housing and support services in the West of England and Gloucestershire. Our vision is 'to meet housing need and deliver homes that change people's lives'. Elim's aim for it's customers is 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:

- C Customers First – Customers are at the heart of our services and decision making.
- A Aspirational and Accountable – We are ambitious for our customers, staff and stakeholders. We work with integrity, learn from mistakes and do what we say we will.
- R Results – We work hard and deliver great results for our customers and for Elim.
- E Everyone's view matters – We listen to understand, improve and build our services
- S Supportive – We tackle challenges head on and inspire each other to achieve our potential.

This role oversees delivery of housing management services for our residents in Birmingham, Wales and Gloucester. Based at home or Head Office, you will be responsible for a patch of around 300 properties delivering a generic social housing management role.

What you will be doing:

- Customer engagement and advice.
- Collection of rent and management of rent accounts including income maximisation.
- Management of empty homes including reletting.
- Housing advice including assisting with our Shared Ownership residents.
- Management of reports of anti-social behaviour.
- Working with our partners to secure the best outcomes for the resident.

Person Specification

What you will need to be successful:

- Demonstrable 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.
- Ability to work to targets.
- Excellent written and oral communication skills.
- Experience of working with diverse communities.
- Experience of working in partnership.

For the full role requirements please see the Job Profile.

Benefits

Elim employees benefit from:

- 25 days annual holiday rising to 30 days.
- Company pension.
- Life Assurance.
- Annual bonus.
- Health cash plan, which includes discounts to a wide range of shops and services.
- Free onsite car parking.
- Flexi-time and TOIL.

Full details of Elim's benefits can be found [here](#).

Contact Us

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About US

Providing homes, supporting people.

Elim Housing is a socially responsible business delivering quality homes and support services which positively change people's lives.

We engage and innovate, and work in collaboration with others to enhance the wellbeing and independence of individuals and communities.