



JOB DESCRIPTION

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| POST: | Community Housing Officer |
| DEPARTMENT: | Housing Management |
| REPORTING TO: | Community Housing Manager |
| RESPONSIBLE FOR: | NA |
| GRADE: | 5 |

MAIN JOB PURPOSE:

As a Community Housing Officer within the Housing Management service, you will play a pivotal role in ensuring the effective management of tenancies and communal spaces.

This demanding position requires a proactive and empathetic approach to support tenants, address housing issues, and uphold the highest standards of service delivery.

Your primary responsibilities will include letting and managing tenancy agreements, conducting home visits, and ensuring communal spaces are safe and attractive places to live. You will work closely with tenants to resolve disputes, provide advice on housing options, and ensure compliance with relevant housing legislation and policies. Additionally, you will collaborate with various stakeholders, including contractors, social services, and community organisations, to enhance the overall quality of housing services.

A key aspect of your role will be driving up tenant satisfaction by actively listening to their concerns, providing timely and effective solutions, and fostering a positive relationship between tenants and the Council. You will serve as an ambassador for the organisation, promoting its values and commitment to providing safe, secure, and supportive living environments.

You will be responsible for ensuring that properties are allocated efficiently to minimise rent loss through empty homes. You will play a crucial role in welcoming new tenants, providing them with the necessary information and support to settle into their new homes. By coordinating with partner agencies, you will ensure that tenants receive the assistance they need to sustain their tenancies, fostering a stable and supportive living environment. Your efforts will contribute to the overall success of the housing service, enhancing tenant satisfaction and community well-being.

Ensuring that all activities meet regulatory requirements is essential, as you will be responsible for maintaining compliance with housing regulations and standards.

Your dedication and expertise will contribute to creating a thriving community, enhancing the reputation of the Council housing service, and ensuring a safe and supportive living environment for all Council tenants.

1. **Performance** take responsibility for achieving personal targets and objectives
2. **Maintain Digital Systems:** Ensure digital filing and data systems are accurate, confidential, and secure, following instructions and retention periods, and complying with GDPR regulations. Utilise Microsoft Office and other software to maintain records, collaborate with others and produce documents.
3. **Adhere to Policies and procedures:** Perform all duties in line with Babergh and Mid Suffolk District Councils' policies and procedures.
4. **Promote Tenant Engagement:** Encourage tenant involvement in the housing service and work with the tenant involvement team to achieve this.
5. **Collaborate Across Services:** Work with colleagues from Housing and other services to ensure effective communication, integrated services, and efficient resource use.
6. **Represent the Council:** Act as an ambassador for the organisation, embodying its values and representing the council positively.
7. **Champion Equality and Diversity:** Demonstrate the council's commitment to equality and diversity and work to combat social housing stigma.
8. **Commit to Professional Development:** Take responsibility for your professional growth by engaging in learning and development activities to enhance effectiveness and job performance.
9. **Adapt to Changing Needs:** Undertake additional duties as required to meet the evolving needs of the council.
10. **Ensure Safety and Safeguarding:** Report any safeguarding concerns or issues that might place tenants, colleagues, or other agencies at risk of harm immediately.
11. **Prioritise Health and Safety:** Take personal responsibility for your health, safety, and welfare, as well as that of colleagues and the public.

12. **Data protection** handle personal data lawfully, fairly, and transparently in accordance with the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA 2018).

DUTIES AND RESPONSIBILITIES:

1. Provide an excellent proactive housing management service to tenants and neighbourhoods.
2. Work in partnership with colleagues and partner agencies to address a broad range of complex issues affecting individuals and communities.
3. Using data and tenant insight, develop plans to improve the neighbourhoods as a place to live, working collaboratively with other departments and external agencies to resolve issues affecting communities.
4. Manage a caseload of anti-social behaviour cases in accordance with policy and procedures, making full use of the non-legal and legal powers available to provide a swift resolution to issues affecting communities.
5. Manage requests relating to tenancy changes, assignments in accordance with housing law.
6. Respond positively to emergencies and assist tenants needing to decant into alternative accommodation.
7. Comply with the civil procedure rules, undertake proportionality and equality impact assessments and demonstrate a commitment to preventing homelessness.
8. Represent the councils in Court hearings, gathering evidence, preparing witness statements and interviewing witnesses.
9. Manage the lettings process from termination notice to tenancy sign-up, achieving performance targets and minimising costs. Assess the suitability and meet the needs of incoming tenants, ensure they receive a positive experience and work proactively to ensure the tenancy is sustainable.
10. Undertake tenancy audits of all homes within the patch, and maintain up-to-date records of all household members, ensuring needs are understood, recorded and met, addressing any tenancy breaches as they arise.
11. Undertake routine health and safety inspections of communal areas and ensure that actions arising from fire risk assessments are closed out within timescales. Provide advice to tenants about ways they can stay safe from fire and other hazards.
12. Undertake community engagement activities on estates and use tenant insight from surveys, complaints and TSM data to continually develop and tailor the service to the needs of individuals and the community.

Additional information

- a) Does this job require a DBS check? **Yes**
- b) This job will participate in planning for emergencies in terms of response to or maintaining business continuity during an emergency. The jobholder will participate in training, exercises, response, recovery or other activities to support the councils' statutory duties in relation to emergencies under the Civil Contingencies Act (2004). It is expected that when requested to do so the jobholder will temporarily but immediately cease their normal role to support the emergency planning or response activity. **Yes**
- c) The post is designated as being politically restricted in accordance with the term of the Local Government Housing Act 1989 and subsequent amendments. The effect of this is to prevent the postholder from having any active political role either in or outside the workplace, and automatically disqualifying them from standing for or holding elected office. **No**
- d) In accordance with the 'BMSDC driving on business and car user policy' this post requires the post holder to have access to a personal vehicle at all times, to fulfil immediate, regular and frequent journeys. An essential car user allowance will be paid in addition to the salary. This role does not qualify for 'field worker' status less than 80% time will be spent on the road, the contractual base is Endeavour House, Russel Road, Ipswich.

This is not a comprehensive definition of the post. Postholders are expected to undertake any work that comes with the remit of the post's main objective. This job description will be kept under review and may be changed at any time subject to consultation with the postholder.

PERSON SPECIFICATION

The Person Specification focuses on the knowledge, skills, experience and qualifications required to undertake the role effectively.

| REQUIREMENTS | MEASURED BY: |
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| The postholder must be able to demonstrate: | A Application form I Interview T/P Test/Presentation |
| EDUCATION/TRAINING (Academic, vocational/professional and other training) | |
| To hold or be working towards a CIH Level 3 qualification in Housing Management. Those without a qualification will need to have an equivalent housing qualification or higher or commit upon appointment to undertake a relevant qualification, and have extensive experience of social housing, community engagement, and an awareness of the issues affecting residents and their wider communities. | A/I/T/P |

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| <p>A full current driving licence and use of a car due to the rural location of the districts.</p> | |
| <p>KNOWLEDGE & EXPERIENCE (e.g. report writing, office experience, Microsoft office)</p> | |
| <ul style="list-style-type: none"> • Experience of working in a social housing organisation or local authority. • Knowledge of the current issues affecting the social housing sector, changing legislation and regulatory standards and how they relate to the role. • Ability to interpret complex information or situations and to solve problems. • Proven experience in providing one-to-one support to individuals with complex needs and vulnerabilities and being able to provide positive outcomes for tenants. • A basic understanding of rent-setting policy and service charges. • Detailed and up-to-date knowledge of housing law and experience of applying it in the management of tenancies. • Experience of attending Court, preparing witness statements, applying to Court and preparing legal documents. • Knowledge of fire safety construction techniques and evacuation strategies. • Knowledge of common fire safety risks in the home and communal areas, and the appropriate interventions to safeguard tenants from fire. • Understanding of Universal Credit and Housing Benefit regulations. • Experience of managing complex tenancy and social issues including anti-social behaviour, hoarding, self-neglect and safeguarding issues. • Understanding of the issues affecting tenants, including issues relating to diversity and protected characteristics in order to provide an inclusive and accessible service. | <p>A/I/T/P</p> |

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| <ul style="list-style-type: none"> Experienced in handling customer complaints and resolving challenging situations and disputes. | |
| SKILLS/ATTRIBUTES <i>(e.g. communication, interpersonal, decision-making, problem-solving, team player, reliable)</i> | |
| <ul style="list-style-type: none"> Able to work effectively in a team. Able to build and maintain effective relationships with internal and external stakeholders. Able to consider and show respect to for the views and opinions of others, and challenge respectfully and constructively. Excellent IT skills, adept with Microsoft Office products, and able to adapt to new computer systems. Excellent organisation skills, able to prioritise and manage own workload, handling competing demands in a pressurised environment with minimal supervision. Willingness to undertake training, undertake reflective practice and take personal responsibility for continuous professional development. Commitment to abide by the CIH Professional Standards and Code of Ethics. Understanding of GDPR and data protection, with the ability to ensure compliance and promptly report any data breaches. Confidence in lone working in the community and undertaking home visits. Ability to take a flexible approach to the role and pick up work outside of one's own specialism. Able to influence, negotiate, and persuade key stakeholders with an aptitude to focus on the key issues quickly and clearly. Confident in explaining complex information in an accessible way. Able to dynamically risk-assess situations and respond appropriately. | A/I/T/P |

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| <ul style="list-style-type: none"> • Ability to take a flexible approach to the role and pick up work outside of one's own specialism. • Excellent verbal and written communication skills, able to communicate effectively and confidently to any audience. • Ability to critically evaluate situations objectively, be creative and problem-solve. • Approachable, empathetic, and professional when handling tenant enquiries and complaints. • Effective diplomacy, mediation and negotiation skills. • A current driving licence and use of a car. | |
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| <p>Empowering, valuing and developing our people</p> <p>Valuing our customers</p> <p>Being open and honest</p> <p>Taking ownership</p> <p>Being ambitious</p> | A/I/T/P |
| EQUALITY AND DIVERSITY | |
| <p>Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their position, background, circumstances, status, appearance and whether they are one of the protected characteristics covered by the Equality Act 2010 (Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex or Sexual Orientation).</p> | A/I/T/P |



Our Values

...we believe in



OUR CUSTOMERS



BEING AMBITIOUS



TAKING OWNERSHIP



BEING OPEN and HONEST



OUR PEOPLE



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| We empower, value and develop our people to work together as one dynamic and efficient team. | We care about delivering high quality, customer-focused outcomes with our communities and partners. | We are open, transparent and truthful. | We take pride in our work and take responsibility for our actions. | We are ambitious, inspiring our communities, taking pride in our places and striving for excellence. |
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