

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 <ul style="list-style-type: none"> • 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 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. 	
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 Team Leader
Purpose	<ul style="list-style-type: none"> • Promote social inclusion and independence • Supporting landlords to provide affordable housing, and tenants who have experienced social exclusion and would otherwise struggle to access the PRS, to maintain a successful tenancy • You will manage a portfolio of tenancies and properties (c. 50 - 60 units)

Responsibilities

- Manage a property portfolio of circa 50-60 properties
- Serve as main point of contact for tenants, landlords, and other stakeholders
- Manage new tenant applications, ensuring they are suitable for the accommodation available, able and willing to meet their obligations as tenants.
- Conduct pre-tenancy checks, lease signings, and manage deposits.
- Support tenants to maintain their property in good condition and pay their rent. Where necessary signposting to relevant support services.
- Proactively manage rent arrears, and where necessary manage the enforcement process up to and including eviction where a tenant is in breach of their tenancy
- Ensure all property compliance certificates are up to date and all compliance checks have been completed in line with the appropriate legislation
- Conduct regular property inspections updating property records and arranging repairs and recharges following inspections
- Conduct regular property and welfare visits, supporting tenant settlement.
- Ensure compliance with tenancy agreements and leases.
- Report maintenance issues and ensure timely resolution.
- Expedite property turnover for vacant units.
- Maintain accurate records of all work using our housing management system.
- Provide feedback to management, including reports on key metrics.
- Report concerns promptly to the Team Leader
- Adhere to relevant legislation and good practice guidelines.

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.

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:

Behaviours

- Belief in and willingness to model DHI values in behaviours, as described in the Behaviour Framework (attached).
- Belief in individual responsibility, and ability to work with compassion and understanding while maintaining firm boundaries.
- Shows positivity, enthusiasm, optimism, resilience and copes under pressure

Experience and Skills

- Experience of working in a housing or property management role
- Experience of effective rent arrears management
- Excellent communication skills, written and verbal.
- Proven ability to build effective relationships and liaise with a variety of stakeholders in order to achieve successful outcomes.
- An ability to deal with challenging behaviour and conflict resolution skills.
- Ability to motivate tenants in sustaining their tenancy.
- Ability to identify basic maintenance issues and describe the type of work needed.
- Knowledge of health and safety requirements in respect of property and tenancy management.
- Excellent planning, time management and organisation skills.
- A good awareness of the challenges vulnerable people on low incomes face in being able to successfully sustain a tenancy.
- Flexible, proactive and able to respond to changing operational demands
- A willingness to keep abreast of relevant legislation including The Renters Right Act
- MS Office experience, bespoke software packages.

Other

Driving Licence with access to vehicle and willingness to use it for work travel.

Desirable Criteria:

- Experience of working with vulnerable people, especially those who may have experienced homelessness
- 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.

All the above skills, knowledge, experience, and behaviours will be tested at application and interview.