Job Description – Housing Officer

Who Are We
Lincolnshire Housing Partnership exists to provide great homes, in strong communities across Lincolnshire. By great homes we mean great places to live which are secure, well-built, efficient to heat and run and which have sufficient space. But we know that to make a house into a great home they need to be in places where people want and can afford to live. LHP are one of the largest employers in the region and currently house over 20,000 people within around 12,500 homes. We keep our customers at the heart of everything we do and encourage them to actively influence our decisions through engagement and participation.

Our Vision and Values:

Our vision is:
Great Homes, Strong Communities

Customer first
We put customers at the heart of our decision-making process and develop services that are built around their needs.

This emphasis is felt by customers in every interaction with us, driving up our customer satisfaction and ensuring we invest our money where it has the greatest impact.

Together
We proactively seek out new partnerships and work to build on the many successful joint working projects already underway. We can achieve more by working together with our key stakeholders and by working together as one team.

Listen, act and learn
We create a structured opportunity for stakeholders, staff and customers to provide feedback. We value this time and insight and use it to act and learn from it. Before investing in new and existing projects, we seek the views of those set to benefit.
Your Role

As our Housing Officer, you will be responsible for acting as the primary interface with customers of LHP, delivering an excellent customer focused housing management service that achieves LHP’s core objectives, with a focus on sustaining tenancies and improving quality of life.

The role will involve being largely estate based utilising mobile working on a day to day basis and coordinating and facilitating interventions to ensure that our tenants are able to live independently and live in safe, well maintained and affordable homes.

The role is defined as being flexible under our agile working policy, therefore you will be able to work from wherever is suitable to complete the task at hand. This might be at home, or in one of our offices located in Boston or Grimsby, or somewhere else!

Your Team

Your role is part of the Housing Services team.

Your Manager

You will report directly to the Neighbourhood Team Leader

Corporate Responsibilities

- Put the Customer First in all that you do
- Have a positive can-do approach and be solution orientated
- Always act with integrity and represent LHP in a positive light

Responsibilities

- All tenancy management functions that support the core landlord and legislative functions.
- Managing tenancy issues and overseeing the customer relationship from tenancy start date to eventual tenancy termination. This will include extensive liaising with the tenant, colleagues within LHP, external partners such as the local authority and the voluntary sector.
- Compliance including undertaking health and safety checks, fire, legionella, estate and block checks.
- Community and customer engagement, which includes tenant participation, attending consultation events, area development activities and estate walk-abouts to ensure that local environments are well maintained.
- Managing a rolling programme of tenancy audits/routine tenancy visits to validate tenancies and check on property condition working with tenants to ensure that tenancies are sustained.
- Working with other LHP departments to undertake the decanting of tenants for property refurbishments and major repair.
- Assisting the Neighbourhood Team Leaders, Area Manager and Corporate Head of Customers in the performance of their duties.
Accountabilities

- To deliver housing management functions to achieve excellent customer focussed services that promote positive individual and community attitudes and behaviours in all dealing with customers.
- To be responsible for the whole housing, tenancy and estate management functions within the designated area. Actively promoting tenancy sustainment, by giving tenants appropriate advice and reasonable opportunity to take responsibility and comply with the terms of their conditions of tenancy from the start of the tenancy through to termination and vacation of the property.
- To proactively manage estates in liaison with other LHP departments, external agencies or partners so that any issues that may detract from the desirability of a neighbourhood will be promptly and thoroughly dealt with ensuring that LHP’s housing areas remain sustainable.
- To be the initial focus for tenants in all matters relating to the occupancy of the property and liaise internally and externally to achieve positive outcomes along with other members of the team.
- To be responsible for systematic recording and efficient completion of all required housing management service functions and information through the approved, recording, storing and retrieval systems to enable production of required management reports and enforcement of tenancy condition terms, where necessary.
- To ensure that all customer requests, are proactively carried out to achieve the performance level required by LHP, following policies, procedures, work instructions and applying the relevant legislation and timescales.
- To promote and undertake community and tenant engagement activities as required or directed.
- To work with tenants after signposting or referral to ensure that services have been joined up and that there has been a positive outcome, including, where appropriate, any safeguarding issues.
- To work with colleagues to maximise income to the tenant and organisation through rents and service charges and ensuring that arrears are kept to an absolute minimum. Applying a rent first approach by being aware of arrears and discuss with tenant at every opportunity.
- To set and maintain clear customer expectations to prevent neighbour disputes and ensure that early signs of anti-social behaviour are responded to. Liaising with the Anti-Social Behaviour Team to ensure that LHP tenants comply with aspects of their tenancy agreement relating to nuisance and anti-social behaviour.
- To represent LHP in court with regard to legal action necessary for breaches of tenancy related conditions.
- To ensure that estates are kept in a tidy and clean state by making use of estate caretaking facilities, local authority, partner agencies and other services.
- To establish and maintain positive partnerships with customers, external organisations and others to ensure that customers are able to access available services that will assist them to manage their homes and contribute to their communities.
- To liaise with external agencies about matters concerning tenants welfare and behaviour, e.g. Social Care, Probation, Police and Schools, and to attend and participate in Team around the Child (TAC), Child Protection and Child in Need (CIN) meetings.
- To organise removals, utility services, re-direction of mail etc. for residents moving whilst refurbishments/major repairs are undertaken.
- To keep up to date with and implement current legal and statutory changes, and good practice, ensuring that service outcomes are recorded and provide a basis for understanding needs, measuring performance and planning and improving services, which contributes to developing LHP’s reputation as an excellent provider of quality affordable housing.
- To maintain appropriate professional relationships with tenants, and to maintain the highest standards of customer confidentiality, in strict accordance with policy.
● To comply with safe systems of working processes to ensure the safety for self, employees and customers.
● To attend emergency call outs as required.
● To work outside of office hours on occasion, and undertake other duties appropriate to the post, as required.

About You

Your Skills, Abilities, Knowledge and Experience

The post holder must be able to evidence the following **Essential** requirements:

- Experience of providing a quality customer service with good interpersonal skills.
- Effective internal and external partnership working skills, relationship building, negotiation and influencing.
- Effective communication skills in individual, group, verbal written, electronic, formal and information contexts.
- One year relevant experience in the social housing sector.
- Knowledge of standard IT applications with the ability to record and retrieve data.
- Ability to relate to people in stressful situations.
- Effective organisational skills, administrative, self and time management, with the ability to meet deadlines under pressure, without direct supervision away from an office environment.
- Comfortable making decisions within a supportive framework, being adaptable to specific situations.
- Desire and ability to achieve targets and focus on outcomes.
- Up-to-date knowledge of national housing and social policy issues, law, good practice and innovation.
- Working knowledge of relevant legislation, such as Housing, Equal Opportunities, Health & Safety, General Data Protection Regulations.
- Prepared to work flexibly, including occasional evenings or weekends as per the requirements of the service.
- Commitment to continuous professional development.
- Ability to drive and have access to a vehicle.

With the following **Desirable** requirements:

- Experience of Court processes and ability to present cases in Court.
- Experience of MGI customer service excellence.
- Desire to progress through training and personal development.

Your Qualifications

Desired:

- Professional Qualification in housing and/or customer service.

Career Progression

At LHP we are committed to investing in the development of our employees to enable them to realise their potential. There are many opportunities that LHP will provide you with to enhance your skills and assist in your career progression. We measure our success within this area by the number of internal
promotions that we are able to achieve and that we are able to retain our best talent. The natural
career progression routes that would be applicable to your role are: Housing Officer – Neighbourhood
Team Leader - Area Manager – Corporate Head of Customers

Reviewed by/date: ………………………………….