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**HOUSING OFFICER**

Operations Manager

Reporting to:

Responsible for:

N/A

Location: BROCKLEY, South East London.

Responsible for:

**PURPOSE OF THE ROLE**

CHISEL is a small housing association based in south east London owning 225 homes. We are looking for an experienced generic housing officer to join our staff team to provide a full tenancy management service across our stock.

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| Principle Accountabilities |  |
| To ensure that the services we deliver are customer focused and responsive to local needs.Delivering and improving Services; Obtaining value for our tenants; working in partnership with stakeholders, external partners and colleagues.Responsibilities for delivering effective housing services ensuring that we have homes to be proud of and services that can be trusted.  Responsibilities include :* Void management – Responsibility for managing empty properties, including undertaking property inspections.
* Repairs Administration – Delivering an effective and efficient repairs service to CHISEL’s tenants including liaising with and managing our repairs contractors.
* Lettings – Undertaking housing applicant assessments to confirm eligibility and suitability for the accommodation on offer. Undertaking accompanied viewings and tenancy sign up of new tenants.
* Tenancy Management – Dealing with breaches of tenancy agreements, including nuisance ; harassment ; subletting and misuse of property.
* Rent Collection/ Rent Arrears Management. – managing income collection / rent arrears recovery including taking legal action and attending court. Assisting tenants to maximise their income through appropriate welfare benefit advice
* Customer Contact – Dealing with tenant queries quickly and efficiently.
* Customer Involvement – To ensure that tenants views and priorities are central to how our services are delivered and that tenants are fully engaged in changes to service delivery.
* Estate Management – Carry out regular estate inspections ; monitoring service contracts .
* Various administrative duties
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**Person Specification**

You will only be short-listed from the details written on the application form.

You must meet all of the criteria ranked as Essential. All applications will be scored and ranked to produce the final shortlist this may include desirable criteria where there is a high volumne of applicants.

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| **Criteria** | **Method of Assessment** | **Rank** |
| Education & Qualifications | * Degree-educated or equivalent experience (a minimum of 2 years relevant housing experience)
* Housing qualification
 | * App Form / Employment Checks
* App Form / Employment Checks/Interview
 | * Essential
* Desirable
 |
| Experience, knowledge, understanding | * Experience of Property Management including experience of ordering responsive repairs and managing voids.
* Computer literate with knowledge of Word and Excel packages
* A sound knowledge of Landlord and Tenant legislation
* Experience of managing neighbor disputes and anti social behavior( ASB)
* Knowledge of tenant involvement strategies and techniques
 | * App Form / Interview
* App Form / Interview / Test
* App Form/ Interview
* App Form / Interview
* App Form/ Interview
 | * Essential
* Essential
* Essential
* Essential
* Desirable
 |
| Personal Qualities | * Commitment to providing a high quality services.
* Understanding and commitment to Equal Opportunities and Diversity
* Commitment to Social Housing
* Commitment to Confidentiality and Data Protection
 | * Interview
* Interview
* Interview
* Interview
 | * Essential
* Essential
* Essential
* Essential
 |
| Technical & Professional Skills | * Ability to operate within a small team of staff and be flexible in responding to changing priorities.
* Understanding of organisational dynamics and strong relationship building, interpersonal and influencing skills in dealing with people.
* Experience of working to tight deadlines, under pressure and delivering high quality outputs
* Excellent communication skills both (written and oral)
* Strong commitment to delivering service improvements
 | * App Form/Interview
* App Form/Interview
* App Form/Interview
* App Form/Interview
* App Form / Interview
 | * Essential
* Essential
* Essential
* Essential
* Essential
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| Management Skills | * Manages self and resources to meet objectives to required timescales
* Plans organizes and priortises own workload to meet goals and is able to achieve results when faced with competing priorities
* Takes note of relevant of information received and acts accordingly
* Asks for guidance when appropriate
 | * App Form/Interview

 * Interview/Test

 * App Form/Interview

 * App Form/Interview
 | * Essential

 * Essential

 * Essential

 * Essential
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| Working Together | * Keeps colleagues and customers up to date and informed
* Readily contributes to team initiatives
* Communicates effectively and treats colleagues with respect and dignity
 | * App Form/Interview

 * App Form/Interview

 * App Form/Interview
 | * Essential
* Desirable
* Essential
 |
| Other | * Driving licence and access to car for work use.
 | * App Form/Interview
 | * Desirable
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