

## ADULLAM HOMES HOUSING ASSOCIATION LIMITED

### Role Profile

<b>POSITION</b>	<b>Housing Officer</b>
<b>RESPONSIBLE TO</b>	<b>Property Services and Operational Manager</b>
<b>RESPONSIBLE FOR</b>	<b>Housing Operational Staff (Tenancy Sustainment Officers, Maintenance)</b>
<b>SALARY</b>	<b>£27,559.35 per annum</b>
<b>CONTRACTED WORKING HOURS</b>	<b>37.5 hours per week</b>
<b>LOCATION</b>	<b>Stoke</b>
<b>DISCLOSURE LEVEL</b>	<b>Enhanced Adult Barred List</b>

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**Our Mission** “Restoring hope and dignity through quality housing, support and social enterprise”

**Our Values** Valuing the Individual  
Integrity and Fairness  
Striving for Excellence

**Our Association** Adullam provides quality accommodation and support as an organisation motivated and informed by our Christian ethos.

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### PURPOSE OF THE JOB

To understand the complex needs of tenants, licensee or occupants of Adullam properties within the context of Supported Exempt Accommodation. To deliver a consistently high customer service which enhances the quality of life for tenants by providing safe, secure and attractive environments; creating sustainable communities.

This is a key post contributing to the management and delivery of Adullam’s housing and estate management service to its residents. Working within Association’s corporate aims and objectives you will deliver a customer focussed service.

The post will support the provision of Adullam supported housing across East Midlands, working with specific services to provide letting and property management service meeting the specific needs of our residents in this area.

You will be expected to ensure effective working relationships with colleagues and external agencies and contribute to the maintenance and development of the Association’s values, culture and ethos.

## **KEY RESPONSIBILITIES**

### **1. Property Management**

- 1.1. Ensuring Adullam's responsibilities under management agreements / leases are adhered to.
- 1.2. To manage the process for disposal or acquisition of properties co-ordinating with central departments.
- 1.3. The efficient management of void properties to ensure quick re-let: with pre-let and post let checks, ensuring repairs are ordered and completed quickly.
- 1.4. To carry out annual H&S internal checks and Environmental Risk Assessments ensuring the internal and surrounding area and building is safe and secure.
- 1.5. To monitor more regular checks are being carried out by tenancy sustainability officers as per the needs of tenants, residents and primary landlord.
- 1.6. To ensure the properties are let to Adullam Standards.
- 1.7. To work closely with the asset management team to provide sound H&S and housing services.
- 1.8. Ensure the process for Gas Safety checks is strictly adhered to.

### **2. Tenancy Management**

- 2.1. Ensure the selection criteria and decision process is transparent and adhered to and supporting services managers in interviews and the allocation selection decision process where necessary.
- 2.2. Monitoring and enforcing any breaches in occupancy agreements, in consultations with support services teams.
- 2.3. Monitor Residents' arrears weekly and to take preventative and punitive action, as agreed with support staff, to prevent Residents' arrears.
- 2.4. To provide Residents, support staff and management with clear information about arrears, via agreed systems (including Pyramid).
- 2.5. Assertively resolve incidents of Anti-Social Behaviour and nuisance with the involvement of statutory and support agencies as applicable, per Adullam's and the Tenant Services Authority standards.
- 2.6. Respond quickly to complaints and ensure any concerns or incidents reported are managed professionally and quickly. To monitor recordings of such incidents / complaints in accordance with Adullam procedure.
- 2.7. Assertively manage incidents of harassment per Adullam's and the Tenant Services Authority standards.
- 2.8. Take appropriate action to terminate occupancy agreements including serving eviction notices together with the preparation and representation of cases in the county court.
- 2.9. Ensure Housing Officers are regularly visiting properties and support is available in a variety of mediums for tenants and residents to learn about their obligations under the licence or tenancy agreement, in particularly rent payment and property maintenance.

2.10. Work in liaison with the asset management team to ensure the provision remains relevant to the residents needs and address issues of disrepair, cyclical maintenance and improvement.

2.11. Participate in the on call rota with other local Senior Project Workers. To take calls out of hours from project staff where issues cannot be resolved locally or where there has been a serious incident.

### **Key Responsibilities:**

Tenancy Services: to provide housing management services to supported housing tenants, assisting with advice and interventions to deliver care, support and supervision for tenancy sustainment purposes.

Leading role and case ownership of customer accounts; managing but, not exclusively Rent, rent arrears, former tenant arrears (in conjunction with the FTA process), property condition, health & safety, anti-social behaviour, safeguarding, tenancy enforcement and property services.

Close and regular contact, if practicable weekly contact, with tenants and vulnerable residents referring them to relevant agencies.

Provide tenants, licensee's or occupants with appropriate advice regarding tenancy management; rights and responsibilities in relation to tenancy agreements.

Use of Early Interventions at commencement of tenancy and record activities undertaken. Support the voids process, liaison with the tenancy sustainability officers to review referrals for void properties; minimize void times and work in conjunction with Assets and the One-stop-Shop to achieve set targets.

### **3. Management Duties**

- 3.1. Ensure accurate I.T. and file records are kept on individual tenancies and properties particularly in relation to void management, tenancy sign up, anti-social behaviour, defects, complaints and terminations.
- 3.2. Assist in the quality and audit of key housing modules to ensure accurate reporting of KPI's.
- 3.3. To provide clear administrative systems for Officers to be able to follow and adhere to locally.
- 3.4. To effectively supervise Tenancy Sustainment Officers and carry out annual performance reviews in line with the Association's policies.
- 3.5. To provide guidance, mentoring and support to Tenancy sustainability Officers.
- 3.6. To attend the Association's HAMM working group and feedback relevant information to local management and teams.

### **4. Financial Management**

- 4.1. Prioritise income maximisation and avoidance of loss of income through rent losses from voids and arrears. To work to Adullam targets around voids and rent loss.
- 4.2. Ensure compliance with all financial policies and procedures.

## **5. Relationships and Partnerships**

- 5.1. Promotion of the service to stakeholders and ensuring up to date information about the accommodation and support service.
- 5.2. Enhance effective working relationships internally with the support services teams, administration and central services, externally with referral agencies, other Registered Social Landlords and Local Authorities.
- 5.3. To challenge inappropriate, unproductive behaviours or behaviours or values that do not replicate those of Adullam.

## **6. Quality Assurance**

- 6.1. Meet the requirements of the Homes and Communities Agency service standards.
- 6.2. Report on performance monthly to line manager within deadline.
- 6.3. Assist in addressing any improvements required from internal or external audits
- 6.4. Encourage and support meaningful resident involvement in all aspects of the services and embed Involvement at the core of the service provision.
- 6.5. Ensure that the Equality and Diversity Strategy and agenda are actively promoted in all areas of work and that the services are relevant and accessible to all.

## **7. Culture, Values and Behaviour**

- 7.1. To articulate and personally demonstrate Adullam's set of values and behaviours.
- 7.2. To contribute to the building of a staff culture where every person feels empowered and valued.

## **8. Health and Safety**

- 8.1. To be aware of the policies of the Association and ensure they are carried out and that good practice is maintained.
- 8.2. It is your responsibility to take care of your own health and safety and that of your colleagues.
- 8.3. To ensure that the associations H&S system is updated with tasks and reports are sent according to responsibility.

## **9. Personal Development**

- 9.1. Contribute to the overall development of the Association by using individual skills, strengths and abilities to train housing officers and support services staff on housing management and standards.
- 9.2. To actively participate in own annual performance review, objective setting and any training identified as required.
- 9.3. To fulfil own agreed personal development and training programme.

## **10. General**

- 10.1 To contribute positively to the Association's efforts to secure Value for Money by delivering services with economy, efficiency and effectiveness. To motivate teams to find innovative ways to improve Value for Money

10.2 Any other duties that are deemed appropriate to the post.

11. The responsibilities and geographical area of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

I have read and agree with the above:

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Signed (employee)

Date



## Person Specification

**Post: Housing Officer**

**Location: Stoke on Trent**

**PLEASE ENSURE ALL THESE POINTS ARE EVIDENCED IN YOUR APPLICATION**

### **ESSENTIAL EXPERIENCE /KNOWLEDGE AND SKILLS**

- Substantial knowledge and practice in housing and estate management
- Track record in effective tenancy management, particularly voids and arrears management
- Good understanding of current housing law, regulation and best practice.
- Sound understanding of Housing Benefit regulations and welfare reform.
- Experience in the supervision of staff
- A working knowledge of Health and Safety in the work place, implications for staff and residents.
- Communicates effectively both verbally and in writing, including letter and report writing.
- Plans and prioritises effectively. Good time management and organisation skills
- Uses Information Technology to self-administer and for effective communication

### **ESSENTIAL BEHAVIOURS**

- An ability to demonstrate our values and behaviours and work within our Christian Ethos
- A commitment to working within the Association's Equal Opportunity Policy and Codes of Practice.
- Flexible, approachable, positive and enthusiastic
- Focussed on actions and achieving outcomes
- Team player
- Ability to challenge in an appropriate and respectful way

### **GENERAL**

- Promotion of service user involvement at all levels of service delivery
- Car owner prepared to use car for work purposes. The post-holder will be required to transport clients and colleagues on occasion.

### **DESIRABLE**

- Professional qualification (e.g. Chartered Institute of Housing recognised)