

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
<b>Job title:</b>	<b>Housing Officer</b>
<b>Service:</b>	Housing Operations
<b>Team:</b>	Housing Management
<b>Location:</b>	The Burys, Godalming, Surrey, GU7 1HR
<b>Reporting to:</b>	Housing Manager
<b>Responsible for:</b>	N/A
OUR ORGANISATIONAL VALUES	
<b>Openness</b>	In Waverley, we value <b>openness and honesty</b> where <b>communication</b> is <b>clear and constructive</b> and actions are <b>transparent</b> .
<b>Excellence</b>	In Waverley, we value <b>excellence</b> , working in a <b>consistent</b> and <b>professional</b> way to achieve the highest standards possible, taking the time to recognise and <b>celebrate success</b> .
<b>Fairness</b>	In Waverley, we value <b>fairness and respect</b> , working with <b>integrity</b> to ensure that everyone is treated well and has <b>equal access</b> to the <b>opportunities</b> available.
<b>Team Work</b>	In Waverley, we value <b>teamwork and collaboration</b> , with <b>approachable</b> staff <b>actively contributing</b> to our shared corporate goals.
<b>Taking Ownership</b>	In Waverley, we value taking <b>ownership</b> , where everyone feels <b>personally committed</b> to issues at hand and is working towards a <b>positive outcome</b> .
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> <li>To deliver a patch-based service ensuring that the Council's estates and properties are well managed; that the environment is well maintained; and that tenants are able to sustain their tenancies.</li> <li>To work in partnership with tenants and leaseholders, the Police, local agencies, community groups and other professionals to effectively support the most vulnerable tenants to manage their tenancies and tackle anti-social behaviour.</li> </ul>	

## MAIN DUTIES AND ACCOUNTABILITIES

- Provide comprehensive advice or signposting on all aspects of the Housing landlord service, referring only the most complex of issues to the Housing Manager for decision
- Effectively deal with cases of anti-social behaviour, hate crime and domestic abuse in accordance with the Council's policies and procedures. Work in partnership with the police to support dealing with serious and organised crime.
- To manage shared ownership and guardian properties, within your patch.
- To work in close partnership with the Housing Development team and Homechoice to ensure efficient provision and allocation of new and refurbished Council housing in the borough
- Identify and assist vulnerable tenants through close and regular contact, referring them to the relevant agencies for support, and monitoring these services to ensure they are effective
- Ensure all cases are added to the case management system and managed in accordance with housing policy
- Adhere to effective safeguarding practice for vulnerable adults and children in accordance with the Council's policies, guidance and protocol
- Monitor the provision of services to the Council's estates, working with colleagues, contractors and suppliers to ensure the communities and estate environments are safe places to live
- Actively work with housing fraud officer to tackle tenancy fraud
- Tackle unsatisfactory service delivery and support the management of relevant contracts across the Tenancy and Estates service to ensure they offer value for money to our customers
- Actively promote the Council's Equality and Diversity Policy
- Ensure that the principle of confidentiality and the requirements of GDPR are fully applied
- To facilitate consultation and open conversation with tenants to understand their specific housing requirements to enable appropriate allocation of properties.
- To be the main point of contact for tenants during major refurbishment and decant programmes reporting on progress.
- Undertake viewings and ensure pre and post property checks are completed
- Liaise closely with Housing Development team to ensure that tenants are kept up to date with all works and ensure that they are completely satisfied with their new build home or the refurbishment works that have taken place

### **Business Continuity**

- Play a pivotal role in business continuity planning and should the need arise assist in ensuring business recovery of key service provision in a 24 hour window.

### **Health and Safety**

Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required

## DIMENSIONS OF THE ROLE

- Number of tenancies: c.550 properties per patch
- Number of complex/ASB cases: C.58 per annum
- Number of case reviews: c. 20 per annum
- Number of development properties: c. 5 per annum
- Number of development decants c. 5 per annum
- Number of service monitoring meetings: minimum 36 per annum

## AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Dealing with anti-social behaviour, nuisance and neighbor disputes
- General tenancy enforcement and monitoring services
- Processing tenancy management and transfer enquiries
- Supporting tenant involvement and participation
- Promoting community cohesion and good relations
- Dealing with correspondence, complaints and Member enquiries
- Supporting voids and Homechice to minimize void loss.

## PLANNING/ORGANISING/CONTROLLING

- Develop robust and effective stakeholder and supplier relationships and work closely with the Police and other statutory, voluntary and partner agencies, and the Council's contractors to improve standards on estates and in the local community
- Contribute to service development and improvement planning, and share ideas with line manager
- Investigate complaints in line with the Council's policy and share and embed any learning to support service improvement
- Represent the Council at meetings as and when required

## CUSTOMERS AND CONTACTS

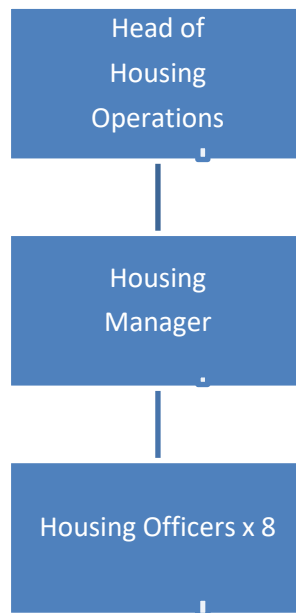
### INTERNAL

- Elected Members
- Development team
- Grounds Maintenance team
- Property Services team
- Housing Options team
- Rents team
- Senior Living Housing team
- Service Improvement team
- Legal Services
- Environmental Health service
- Community Safety team
- Community Services

## EXTERNAL

- Tenants, leaseholders and their representatives
- Tenants' and residents' groups
- Contractors, suppliers and service providers
- Surrey Police
- Children and Adult Social Care services, Surrey County Council
- Members of the public
- Other statutory, voluntary and partner agencies

## SERVICE/TEAM STRUCTURE



## PERSON SPECIFICATION

Candidates must be able to demonstrate, giving examples, **all essential criteria** marked as A, A/C or A/I within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
<b>QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE</b>	<ul style="list-style-type: none"> <li>HNC/D in Housing or another relevant qualification or equivalent knowledge gained by relevant experience</li> </ul>	A		A
	<ul style="list-style-type: none"> <li>Willing and able to undertake further professional training and development and gain a professional qualification as required</li> </ul>	A		A
	<ul style="list-style-type: none"> <li>Well developed IT skills with knowledge of Microsoft Office at intermediate level and of housing systems</li> </ul>	A		A
<b>KNOWLEDGE /TECHNICAL SKILLS</b>	<ul style="list-style-type: none"> <li>Considerable experience of working in a housing management or similar role</li> </ul>	A/I		A/I
	<ul style="list-style-type: none"> <li>Experience of dealing with vulnerable residents</li> </ul>	A/I	<ul style="list-style-type: none"> <li>Effective contract administration and monitoring</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>Knowledge of good practice and service improvement in housing management</li> </ul>	A/I	<ul style="list-style-type: none"> <li>Awareness of Safeguarding</li> </ul>	A/I
	<ul style="list-style-type: none"> <li>Knowledge of good practice in health and safety, in particular lone working, asbestos and safeguarding</li> </ul>	A/I	<ul style="list-style-type: none"> <li>Knowledge of process and policy writing</li> </ul>	<b>A/I</b>
<b>COMMUNICATION</b>	<ul style="list-style-type: none"> <li>Ability to communicate clearly and effectively with challenging and/or vulnerable people to achieve the purpose of the post</li> </ul>	A/I	<ul style="list-style-type: none"> <li>Experience of negotiation in order to reach mutually beneficial outcomes</li> </ul>	A/I

<b>CUSTOMER SERVICE</b>	<ul style="list-style-type: none"> <li>Understanding of and commitment to promoting equality and diversity in service delivery and employment.</li> </ul>	I		
	<ul style="list-style-type: none"> <li>Accurate spoken English is essential for the post</li> </ul>	I		
	<ul style="list-style-type: none"> <li>Considerable experience of working in a customer-facing role supporting vulnerable individuals and households</li> </ul>	A/I		
<b>TEAM WORKING</b>	<ul style="list-style-type: none"> <li>Effective team and multi-agency working</li> </ul>	A/I		
<b>MANAGING SELF AND OTHERS</b>	<ul style="list-style-type: none"> <li>Ability to manage self and prioritise workload; and meet targets in a busy environment</li> </ul>	A/I		
	<ul style="list-style-type: none"> <li>Ability to stay calm and assertive in difficult circumstances</li> </ul>	I		
<b>CAN DO APPROACH / ACHIEVING RESULTS</b>	<ul style="list-style-type: none"> <li>Effective complaints management</li> </ul>	A	<ul style="list-style-type: none"> <li>Investigation skills</li> </ul>	
	<ul style="list-style-type: none"> <li>Analytical approach to problem solving</li> </ul>	A/I		
	<ul style="list-style-type: none"> <li>Resilience in the face of a challenging workload</li> </ul>	A/I		
	<ul style="list-style-type: none"> <li>Take personal responsibility and ownership for decisions, actions and consequences; and learns from experience</li> </ul>	A/I		
<b>ADDITIONAL SPECIFIC REQUIREMENTS FOR THIS POST</b>	<ul style="list-style-type: none"> <li>For business continuity purposes, you are required to have access to the internet at home via broadband on a PC, laptop or tablet.*</li> </ul>	A		
	<ul style="list-style-type: none"> <li>Full and valid driving licence</li> </ul>	A		
	<ul style="list-style-type: none"> <li>Attends site inspections as required in the role and in accordance with the Business Travel Policy</li> </ul>			

\* Please note that Waverley Borough Council cannot guarantee to supply you with the provision of equipment such as laptop, tablet, mobile phone or pool vehicle

**How assessed**

A = Application CV/Personal Statement  
 C = Certificates/professional Registration  
 D = DBS police check  
 E = Exercise  
 I = Interview  
 M = Medical assessment

For Official Use only			
<b>Job title:</b>	Housing Officer	<b>Post no:</b>	HH38
<b>Service:</b>	Housing Operations	<b>JE score:</b>	289
<b>Team:</b>	Housing Operations	<b>Pay band:</b>	7
<b>Location:</b>	The Burys Godalming, Surrey GU7 1HR	<b>Position type:</b> (if part time, working pattern)	Full time 37 Hours/ Five day week
<b>Competencies: (level 1 – 4)</b>	Communication:	<b>2</b>	
	Customer Service:	<b>2</b>	
	Team Working:	<b>2</b>	
	Managing Self and Others:	<b>2</b>	
	Can do approach/Results:	<b>2</b>	
<b>REVIEWED BY:</b>	<i>Housing Manager</i>	<b>DATE:</b>	June 2021
<b>CHECKED IN:</b>	Human Resources	<b>DATE:</b>	
<b>LAST UPDATED:</b>		<b>DATE:</b>	