

HOUSING OFFICER



Women's
Pioneer Housing
Est 1920

RECRUITMENT PACK



AUGUST
2024

APPLICATION
PROCESS
INFORMATION

ROLE PROFILE
AND PERSON
SPECIFICATION

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YOUR APPLICATION

Thank you very much for your interest in this post. On the following pages, you will find details of the role and the selection process to assist you in completing and tailoring your application.

To apply you should submit:

- An up-to-date CV which shows your full career history – we recommend that this is no longer than three pages;
- A supporting statement explaining why you are interested in this role, detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than three pages;
- The diversity form – completion of the diversity form is not mandatory, this is requested for monitoring purposes in line with our commitment to equality and diversity; and
- Indicate in your email if you cannot attend the interview date.

Please note that applications can only be considered if all the documentation is complete.

Applications must be received by midday Monday 9 September 2024 to hr@womenspioneer.co.uk.

Please ensure we receive your application in good time.

If you wish to have an informal discussion about the role and organisation, or if you have any other questions you would like answered to help you decide whether to apply, please do call me for a confidential discussion.

Kind regards,
Susan Bernard
Head of HR and Corporate Services
020 8749 7112





WELCOME TO WOMEN'S PIONEER HOUSING

I am delighted that you are considering joining Women's Pioneer Housing. This pack has been prepared to provide further information about us and the role of Housing Officer – hopefully the information will stimulate you to apply.

Women's Pioneer Housing has an extraordinary legacy. We were founded in 1920 by women and men who understood the link between providing women with good quality affordable accommodation and the wider fight for women's equality. We have always held true to this mission and after a 100 years since our formation, gender inequality remains a huge issue. The need for an organisation that understands and champions women's housing needs has never been more relevant.

A safe home is the foundation in supporting our residents' independence. A women's life is a journey and we need to be able to support our residents along the way. We do this in many ways. We house women of all ages and we are the largest provider of sheltered housing in Kensington and Chelsea. We work closely with our residents to review and continuously improve our homes and services. We have an ambitious development programme, including our scheme at Wood Lane which will deliver 60 new high quality homes and our development in Ealing that will deliver over 100 new high quality homes. We also aim to be a leading voice on women's housing issues raising awareness of gender inequality and intersecting inequalities linked to race, sexuality, disability, age etc. In 2023 the need to address women's diverse housing needs is perhaps even greater than it was in 1920.

We have a strong and experienced executive management team, positive staff infused with energy as we continue to grow and a Board that is incredibly committed.

If what we say and do inspires you, we hope you apply.

Yours sincerely,

Tracey Downie

Chief Executive

ABOUT US



Women's Pioneer Housing own almost 1000 properties in eight boroughs in west and north-west London: Kensington & Chelsea, Hammersmith & Fulham, Camden, Ealing, Wandsworth, Hillingdon, Harrow, and Westminster. 80% are studio and one-bedroom flats, mostly in converted Victorian buildings, many of which are listed or in conservation areas. There are also 90 leasehold flats, and a small but growing number of higher rental investment properties that fund our future development plans.

Our sheltered housing for single women over 60 is located in Kensington & Chelsea, where we are the largest sheltered housing provider. We have 178 flats for women over 60 who wish to live independently in their own home but with added security and back-up support on site and on call.

Our Vision

For all single women across London to have access to a safe, secure and affordable home.

Our Mission

To offer single women access to safe, secure and good quality affordable homes and services that enable women to live a good quality of life. To influence other housing providers so they understand the needs of single women and offer services that meet this need.



Our Values

We Put our residents 1st

Our services are designed through collaboration with our residents, and we aim to achieve excellence in all that we do, providing innovative solutions that ensure our residents are positive about living in a WPH home.

Are Open, trusted and nurture great relationships

Our customers and partners can trust that we will do what we say we will do and feel confident when they contact us that they will receive a service that is exceptional and responsive to their needs.

Value Equality, inclusivity and empowerment

We champion equality and diversity and in particular, the role that women's housing plays in tackling gender inequality. We work as one team and empower our teams and residents to think and do things differently in recognition of our diversity and the legacy of our founders.

Provide a Respectful and safe environment

We respect each other and our residents in all our communications and deliver services and create homes in the right environment so that our residents and teams feel safe



OUR CORPORATE PLAN

Our Homes

Our homes will be safe and warm in desirable neighbourhoods and built to a high standard.

We are committed to providing safe, well-maintained and energy efficient homes where our residents can flourish. To achieve this, we will invest in our existing properties as well as seeking opportunities to grow our portfolio. Our team will work to better understand our stock and our residents' specific needs, to ensure our homes can be adapted as individuals' requirements change. Combined with measures to reduce our properties' carbon footprint, this will make our homes fit for purpose now and into the future.

Our Services

Our services will be excellent, delivered professionally and designed to meet the needs of single women.

We want our residents to be happy with our services, have a strong voice and work with us to ensure we meet their diverse needs. Our team will get to know our residents well, listen to what they have to say and encourage more people to get involved in shaping our services. To make sure residents get the care and support they need as their circumstances change, we will also work with partner organisations to enhance our service offer.

Our Organisation

Our organisation will be financially robust, well governed with a culture that values people who are passionate about doing a great job.

In such a challenging economic climate, financial strength is fundamental to achieving our corporate aims, managing our growth and adapting to new legislative and regulatory requirements. For our organisation to thrive, we must also have a committed and professional team. So we will create a framework for staff recruitment and development, while nurturing a culture where our people feel empowered and accountable. We will also ensure we have excellent IT systems which can support modern services and allow us to capture, hold and analyse data effectively. This will help us improve our knowledge about our residents and homes, so we can make more informed business decisions.

We have over a hundred years of experience and a strong portfolio of assets which we can use to lever in funds to support the development of our homes and services. Building on our own strengths and working in partnership with our residents and others wherever possible, utilising new technology effectively we are confident we can meet these challenges.

In addition to increasing and continuously improving our own homes and services, we will continue to highlight women's ongoing housing needs to influence local and central government and other housing providers to do more in this area.

We aim to be small enough to be nimble, agile and responsive and bold enough to stand up to inequalities of the world. Central to achieving this impact is realising our desire to work in partnership with our residents to develop our services and to highlight best practice and its impact on women's lives.

ROLE PROFILE

Line Manager:

Housing Manager

Direct Reports:

None

Purpose of the role

- Deliver an exceptional housing management service to a patch of residents by working in conjunction with Estate Services Officers and Sheltered Scheme Managers through a strong focus on performance, customer service and resident involvement.

- Work with colleagues across departments to deliver the Women's Pioneer Vision of "Making a difference to women's lives" in line with our Corporate Plan.

Key relationships:

- Internal; Other operational staff within WPH particularly within Property and Estate Services and Finance teams.
 - External; All WPH tenants and leaseholders, local authority staff and voluntary agencies.
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Key responsibilities

Service delivery

1. Deliver high quality housing management services (including allocations, lettings tenancy management, anti-social behaviour, income management and tenant welfare)
2. Be the lead contact for your patch, working closely with Estate Services Officers and staff across teams to ensure consistently high levels of customer satisfaction
3. Build positive relationships with residents, through effective and proactive two-way communication and ensuring that residents' views and feedback help continuously improve WPH homes and services
4. Support residents' independence and well-being and potential to sustain tenancies e.g. by enabling tenants to access support services where necessary, including welfare benefits advice
5. Deliver WPH Corporate Plan including the WPH Resident Engagement Strategy, working closely with other colleagues and teams

ROLE PROFILE

Performance management

1. Maximise rent and leasehold service charge collection and minimise arrears to targets guided by WPH arrears policy and procedure and utilising our support offer. Work closely with Finance staff to minimise any delay in payments of rent or HB/UC on to tenant accounts
2. Maximise income and minimise void loss guided by WPH policies and procedures and meeting set targets, including conducting end of tenancy visits, lettings and signups
3. Promote women-led housing and positive stake-holder relationships through sourcing nominations from local authority housing departments and referral agencies, acting as the main point of contact
4. Support the organisation's financial income through managing a small portfolio of market rent properties, working with managing agents to ensure these are let quickly
5. Minimise the risk to the organisation and individual residents of the impact of welfare reform by taking a pre-emptive approach to Universal Credit
6. Manage to successful conclusion anti-social behaviour cases by responding to and managing reports of ASB ensuring excellent communication at all stages
7. Effectively manage best use and legal use of WPH stock by responding to and investigating reports of sub-letting
8. Support residents to live in suitable homes by assessing housing need, suitability and eligibility of prospective tenants of WPH as well as advising and assisting current tenants on rehousing opportunities including transfers and mutual exchanges
9. Maintain properties to a high standard by working closely with repairs and estate-based staff on your patch
10. Ensure starter tenancies are successfully completed by excellent tenancy management and support provision
11. Identify and support residents, particularly vulnerable residents, to maintain their tenancies by working with the Housing Inclusion Manager and other specialist agencies
12. Successfully gather resident feedback to inform our services through promotion of our engagement offer, attending focus groups, attending resident meetings and looking for feedback in everyday interactions. Use this feedback to help improve your own and others' performance and to improve WPH policies and procedures

ROLE PROFILE

Resource management

1. Ensure the effective management of WPH resource e.g. by
 - Supporting activity to improve efficiency
 - Ensuring all payments meet WPH rules and procedures
 - Maximising rent and service charge income e.g. by providing payment options for tenants.
 2. Take ownership and drive professional development by identifying and supporting your own and colleague's learning and development, with the support of your line manager.
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Staff and team working

This role does not include line management but does require achieving outcomes through others including peers and teamwork across departments.

Work at all times in accordance with WPH values and our Equality and Diversity policy.

Compliance

Take full responsibility for own compliance with WPH rules and procedures e.g. re finance, operational approval, GDPR.

Additional information

1. These are your main areas of responsibility but you may be required to perform other duties as we may reasonably require from time to time.
2. There will be occasions when you are required to attend meetings outside of the usual working hours (9.30am-5.30pm) and to carry out work in a lone working environment.

PERSON SPECIFICATION

KNOWLEDGE/EXPERIENCE

- Experience of delivering high quality customer service
 - Knowledge of women's housing issues, particularly in London
 - Experience of solving complex problems
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SKILLS AND ABILITIES

- Exceptional customer service skills, including remaining calm during difficult conversations and being empathetic.
 - Ability to work flexibly and respond quickly to changing demands, while meeting deadlines. Excellent verbal and written communication skills.
 - Good numerical skills including ability to manage and calculate rent balances and service charges.
 - Ability to build positive relationships with residents and to involve them in service delivery. Commitment to and ability to work effectively with colleagues and external partners to ensure a quality service.
 - Commitment to and ability to deal robustly with difficult issues and achieve positive outcomes for WPH and residents.
 - Excellent level of IT skills and experience of CRM databases.
 - Good administration, organisation and planning skills to effectively manage a highly varied workload.
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PERSONAL ATTRIBUTES

- Has a 'can-do' proactive approach to service delivery, willing to go the extra mile.
- Has empathy with the needs of customers.
- Ability and drive to meet set targets and standards.
- Confident, with a results driven approach.
- Able to rely upon own judgement and knows when to seek further assistance.
- Open to learning and development for self.
- Understands and able to implement WPH policy on equality and diversity in all areas of work.
- Understanding of and passionate about women's housing issues.

STAFF BENEFITS

LOCATION

We are currently working a hybrid approach. Customer facing teams are required to be in the offices and/or on site at least 3 days a week, however Tuesday is an all staff in the office day.

FLEXI TIME WORKING

For most staff we enable flexible working patterns within our formal flexi time working arrangement. Additional hours worked can be accrued to be taken at a later date in periods of whole days (up to 2 days every four weeks) or half days. This can equate to up to 26 days leave per year in addition to your annual leave entitlement. This is the equivalent to 52 days (or 10 weeks absence) per year for full time colleagues, pro-rata for part time colleagues.

ANNUAL LEAVE

Annual leave entitlement starts at 26 days rising to 29 days after 5 years' service. In addition, bank holidays are paid non-working days. Our office closes throughout the Christmas period from 1pm on Christmas Eve until the New Year.

BONUS AWARD

Each year in November, we will review the organisations performance and financial status to consider whether a one off bonus award payment can be made. Bonus awards are paid equally to all irrespective of your role in line with our Bonus Payment Policy.

PENSIONS

All employees are auto enrolled onto our Group Pension Scheme providing a pension pot towards your retirement. In return for you paying 5% of your salary in employee contributions, WPH will pay 8% of your salary in employer's contributions.

DEATH IN SERVICE

As member of the Group Pension Scheme, you also qualify for Death in Service Benefits. Your beneficiaries will receive x4 your gross annual salary should you die whilst a permanent member of staff and enrolled in the pension scheme. A valuable addition to give your family peace of mind.



STAFF BENEFITS

EMPLOYEE ASSISTANCE PROGRAMME

The programme is easy to access and confidential. It is available at no cost to you and your immediate family members 24 hours a day, 7 days a week, 365 days a year. Personal Legal Support Access to in-depth help and information on any issues.

PHYSIOTHERAPY

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment will usually include digitally delivered exercises with ongoing support via video consultation.

DISCOUNTED RETAIL PORTAL

Access to a wealth of retailers allows you to save on your spending. You will have your own login to earn cashback or discounts on anything from your grocery shopping to utility bills, mobile phone contract and big ticket items with well known retailers.

REMOTE GP AND SECOND OPINION

Unlimited video consultations with a UK-based GP, including prescriptions and medications delivered directly where needed. Each appointment lasts up to 20 minutes and the service aims to provide direct video access to a GP – 24/7, 365 days a year.

MENTAL HEALTH SUPPORT

Up to 8 consultations (including initial assessments) per year shared between the employee and their partner. The treatment plan will usually be delivered via video consultation and could include supported online cognitive behavioural therapy modules

HOUSING OFFICER

Title: Housing Officer
Location: Activity-based/Hammersmith
Contract type: 1 year Fixed term contract
Hours: Full time 35hours Monday - Friday
Salary: £36,321

Closing date: midday Monday 9 September 2024

These are exciting times for Women's Pioneer Housing. We have recently achieved planning permission for two new developments and over the next 2 years, we will be developing over 160 new homes for single women in West London, including brand new offices on our site at 227 Wood Lane.

Founded in 1920 by women and men who understood the challenges faced by women trying to secure affordable, safe and independent housing at the time. The need for safe, secure, affordable housing for single women is as great as ever. We remain committed to making a positive difference to women's lives by providing high quality homes and services.

Reporting to the Housing Services Manager, we are looking for a Housing Officer to join a small team in a busy, fast-paced environment. You will manage a patch of approximately 260 properties in West London and will be responsible for managing rent and service charge collection, lettings and antisocial behaviour, as well as supporting our residents with general enquiries. We work with colleagues across all areas of the business to provide an excellent service for our residents, helping drive up resident engagement and satisfaction, as well as meeting key performance targets.

Ideally you will bring direct experience in these areas however, relevant transferable skills are as important. You must be an effective communicator be organised, empathetic and understand the need to create effective resolution outcomes. You will be visiting residents in their homes, talking to them on the phone and corresponding with them in writing so excellent interpersonal, verbal and written communication skills are crucial for this role. You will also be working with external agencies, including the Police and Social Services and be capable of forming effective partnership arrangements.

You will be equipped with mobile technology to deliver a flexible service, visible and accessible to our residents. We want individuals who are able to find positive outcomes and who can demonstrate a passion for customer service with residents at the heart of what you do.

HOUSING OFFICER

What you bring will allow you to work collaboratively with staff across the organisation and with our residents where you will professionally and positively interact with different groups of people, building relationships where you are trusted and inspire confidence. You must be able to prioritise your work, pay attention to detail and ensure you meet tight deadlines.

You will contribute to ensuring our quality standards are met and our services deliver in meeting our residents' expectations. To do this you will be able to translate and apply information, policies and legislation, demonstrating excellent verbal and written communication skills in your dealings with stakeholders. Your IT skills will bring a proven ability in the use of various software packages to accurately populate and record information.

To have an informal discussion about the role please call us to speak to Natasha Roberts, Director of Operations.

Your completed application must be sent to hr@womenspioneer.co.uk by **midday on Monday 9 September 2024** and must include:

- Your CV
- A supporting statement explaining how you meet the requirements of the role
- A Completed Diversity Monitoring Form

Interviews will be held during the week commencing 16 September 2024 at our offices in Hammersmith, West London.

WOMEN'S PIONEER HOUSING

Contact us



020 8749 7112



hr@womenspioneer.co.uk



<https://womenspioneer.co.uk/>

