

Job Title:	Housing Officer	Job Category:	Officer
Department/Group:	Housing Management Team	Job Code/Req#:	HO
Location:	All Locations	Travel Required:	Yes
Reports To	Housing Team Coordinator	Date Posted:	

Projects Aims and Objectives

- To provide a housing tenancy service including income management, allocations and voids management, anti-social behavior, tenancy engagement and all sundry duties as required to all residents

Role Purpose

- To be directly responsible for PRHA's Housing Stock.
- To provide a responsive, effective, high quality, intensive housing management service to Licensee and Tenants.
- To ensure that PRHA Housing Management performance standards are achieved.
- To maximise income receivable from rents and charges.
- Monitor voids turnaround.
- To liaise effectively with support staff in order that individual service users are able to maintain tenancies.
- To deal with breaches of tenancy/license, including rent and service charge arrears as instructed by the Housing Services Manager and in close liaison with Support Management departments.
- To prepare and serve required notice (NOSP, NTQ, NRP, Injunction Order), complete pre-court action protocol, prepare certificate of service
- To attend court on behalf of the association on rent arrears and tenancy breach cases.
- To report on performance.
- To complete statistical returns e.g. Core returns.
- To be responsible for the administration of PRHA's rent system.
- To oversee the collection of rents and service charges – through manual payment or through any electronic payment system.

ACCOUNTABILITIES

Statement of the main areas of responsibility

Lettings & Void Management

- To monitor completion of void turnaround action plan to ensure property is let within agreed timescale and all departments are kept informed of progress.
- Liaise with relevant authorities on nominations received and provide input and advice in relation to tenant's ability to maintain a tenancy and in line with agreed

protocols.

3. Liaise with the external bodies to ensure Nominations are received within agreements and timescales. To ensure support staff is informed of nominations so to arrange support interviews.
4. Sign up Interviews: To conduct tenancy/license sign up interviews including conducting a full explanation of the tenancy/license agreement and where to pay rent and service charges.
5. To alert Project Managers and staff to any imminent vacancies due to breaches of tenancy.
6. Update void database and attend void meetings
7. To complete and process housing benefit forms and other forms such as SP digital and Core.
8. Carry out verification visits as required by local authority transfer procedure. Confirm transfer applications on Homeswapper, Housing Moves. Process mutual exchange applications, assignment applications, successions.
9. Make application for Probate and process end of tenancies including surrender and termination notices.
10. Update OMNI and Salesforce as required.

Tenancy Management

11. To carry out tenancy visits in line with Starter Tenancy and Fixed Term tenancy policy.
12. To investigate all cases of tenancy fraud, subletting and conduct tenancy audits.
13. Record, monitor and manage all reported cases of anti-social behavior, hate crime and domestic violence. Will be expected to use non legal and legal intervention when addressing all breaches of tenancy include making an application to court.
14. To advise support staff, maintenance and property services staff and other agencies involved of the end of tenancies immediately they arise.
15. Deal promptly with all complaints about housing management services as outlined in PRHA's Complaints Procedure.

16. To undertake rent surgeries where necessary.
17. To carry out joint investigation of tenancy breaches with scheme staff including taking incident reports, witness statements, CCTV.
18. To carry out health and safety estate and building inspections on a monthly (Or as required) basis. Ensure all current fire risk information and health & safety information is correctly displayed on all estates.
19. To report any disrepair, bulk rubbish, fire hazards, vandalism and to work with the relevant department to resolve. Submit monthly inspection reports.

Rent Collection & Key Financial Tasks

20. Prevent rent arrears taking place and recommend action to the Housing Services Manager and in line with PRHA's Arrears Policy and procedure.
21. Take appropriate legal action including serving notice and attending court for arrears hearings.
22. To conduct tenancy management interviews with service users who are in arrears or at risk of going into arrears. The interviews include agreeing ways of paying off arrears through repayment agreements, direct debits, attachment of earnings etc.
23. Maintain financial records to an agreed standard and carry out financial tasks and duties as delegated by the Housing Services Manager.
24. Maintain computer rent accounting systems ensuring that inputting is timely and accurate. To produce rent reconciliation reports in line with PRHA's procedure.
25. Monitor expenditure on services and assist with budget and service charge setting process.
26. To complete arrears reports on a regular basis.
27. To complete quarterly/annual performance reports as required and in line with PRHA's Performance Indicators.
28. Attend joint rent arrears meetings with scheme staff and take joint approach in

resolving arrears cases.

29. To process write offs in line with PRHA's Policy and Procedure.

30. Comply with PRHA's financial procedures at all times.

Liaison

31. Liaise with support staff on a regular basis in line with agreed protocols to discuss individual tenants and overall performance in relation to voids, arrears.

32. To attend multi agency meetings, scheme meetings, ward panel meetings. Officers will be expected to facilitate involvement and participation of users in Housing Management Services.

Housing and Welfare Benefits

33. Give advice and assistance to other staff and tenants, to ensure maximum entitlement to benefits is obtained.

34. To support initial claims on behalf of service users for Housing Benefit and Universal Credit

35. Support claimants with Council Tax enquiries, respond to local authority council tax enquiries and resolve any outstanding payments relating to council tax.

36. Ensure timely Housing Benefit and Universal Credit claims are submitted and payments made, making a claim for interim payments, appeals etc as necessary.

37. Deal with Housing Benefit/Universal Credit problems and give a Housing Benefit/Universal Credit assessment as requested.

38. Monitor overdue Housing Benefit/Universal Credit claims on individual cases in order to speed up payments.

39. Attend liaison meetings with the Local Authority Housing Benefit Department/DWP as directed by the HSM.

40. Keep abreast of changes in legislation and make available information on Welfare Benefits, Universal Credit and relevant voluntary and statutory agencies to staff and tenants.

Team Work & Supervision

41. Maintain a close working relationship with team colleagues working together to deliver high quality service to service users.
42. To attend and participate in regular team meetings to ensure good communication and liaison with staff.
43. Prepare for and attend supervision and appraisal sessions with the Housing Services Manager, taking direction as appropriate and contributing to the development of both you and the housing management service.
44. In consultation with the line manager, take responsibility for own learning and attend training and seminars as necessary.

Other Duties

45. To undertake all duties with due regard to Health and Safety legislation.
46. To undertake all duties with due regard to the Association's equal opportunities & diversity policies.
47. To act in accordance with PRHA's policies, procedures and Code of Conduct at all times.
48. Cover duty rota and support maintenance team/front desk when required

The post holder will be expected to carry out other duties consistent with the responsibilities of the post and may be reasonably requested from time to time, and demonstrate flexibility in all areas of his/her work. S/he will also be expected to carry out some evening duties, including attending evening meetings with service users who are unable to meet during normal office hours. Any other duties that may be assigned.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS

The tools needed to do the role

<u>Essential</u>	• EDUCATION • Educated to 'O' Level/ GCSE standard (or its equivalent), in English and Mathematics as a minimum. EXPERIENCE
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- Minimum of 2 years' experience of property and arrears management in one or more of the following settings, housing associations, local authority, or voluntary housing project.
- Experience of managing complex and difficult situations in relation to vulnerable service users.

Knowledge and Skills

- To be able to demonstrate a thorough understanding of the principles underlying a quality housing management service.
- To be able to demonstrate a working knowledge of housing law.
- To demonstrate understanding of different tenures, Excluded & Protected Licenses, Assured Short Hold Tenancies, Assured Tenancies, Fixed Term Tenancies
- To demonstrate knowledge of legal remedies including Notice to Quit, Notice Requiring Possession, ASBI Injunctions, Exclusion Injunction.
- Ability to collate evidence, prepare witness statement and present evidence in court on tenancy breaches and rent arrears cases.
- To be competent in tenancy management.
- To be competent in housing management practice including voids and arrears management.
- To be able to demonstrate a working knowledge of welfare benefits applicable to single homeless people, Universal Credit
- To be able to demonstrate knowledge of supported housing and tenants' rights and responsibilities.
- To be able to demonstrate knowledge of Core and Supporting People reporting.

Skills and Abilities

- Proven ability to effectively manage/oversee current and former tenant arrears and to meet targets set.

- Negotiating skills in order to resolve disputes with external agencies neighbours etc.
- IT literacy with the ability to use rent accounting software (currently Omni ledger), Microsoft Word processing, spreadsheets and e mail packages.
- Numerate, with the ability to undertake figure work accurately.
- Good organizational and administrative skills and the ability to maintain clear accurate and full records.
- Ability to monitor and work to deadlines and targets and to be able to prioritise workload.
- **Work context**
- Ability to manage time within a diverse workload and the ability to achieve targets and complete projects.

ATTITUDE

- A commitment to housing/homeless issues and working with the disadvantaged.
- Willingness to develop and maintain positive working relationships.
- Understanding of equal opportunities and the promotion of diversity in a working environment and in delivering a service.
- Ability to work flexibly and be able to adapt to change and meet challenges.
- Understanding of and commitment to team work.
- Willingness to identify and address personal learning and development needs.
- A commitment to health & safety at work.
- Commitment and application of Providence Row's values.