



## Job Description

<b>JOB TITLE:</b>	Housing Tenancy Officer
<b>RESPONSIBLE TO:</b>	Senior Housing Manager
<b>LOCATION:</b>	Head Office, Oldbury B68
<b>SALARY:</b>	£27,657 per annum (pro-rata for part-time staff)
<b>HOURS:</b>	35-hours per week

### 1. PURPOSE:

To deliver Housing Management functions across New Outlook Housing Association including managing tenancies, voids, and lettings through the Housing Management system, ensuring tenant involvement, managing day to day repairs, cyclical maintenance, and services contracts, and supporting the Senior Housing Manager with longer term asset management planning.

### 2. PRINCIPAL DUTIES AND RESPONSIBILITIES

#### Housing Management:

- Support Operations with lettings; including start of tenancies, end of tenancies and internal moves, to make sure correct procedures are followed and New Outlook is compliant with legislation and the Regulator.
- Prepare and send rent increase notices and rent statements to tenants.
- Monitor and follow up any overdue payments.
- Provide assistance to tenants in addressing rent related queries.
- Responsibility for the management of arrears ensuring the rent arrears procedure is followed including posting payments regularly.
- Be aware of and advise tenants of current welfare benefits and applying for Housing Benefit, referring to specialist services where necessary.
- Work with the service managers to support resident involvement including finding innovative solutions that ensure as inclusive an involvement as possible.
- Support the Senior Housing Manager with measuring customer satisfaction and identifying strengths and areas for development.
- Maintain the void waiting list on the Housing Management system.
- Manage any reported anti-social behaviour (ASB) to make sure cases are correctly reported and procedures are followed.
- Assist with the management and on-going development of the Housing Management system ensuring the integrity and accuracy of the information held.

#### Repairs and Maintenance:

- Manage the day-to-day repairs and compliance maintenance services using approved contractors and ensuring that target times are met.
- To maintain repairs and maintenance records for all properties.
- Manage all maintenance contractors and compliance and service charge contracts.
- Undertake regular inspections of all properties to assess living conditions and identify maintenance needs.
- Consult with Heads of Services and Service managers.
- Monitor and keep accurate, up-to-date records of all repairs to make sure the quality of repairs and the properties are of a good standard.
- Ensure customers are satisfied with the Repairs & Maintenance function.
- Where necessary obtain quotes/estimates for work, in-line with the requirements of the Financial Regulations.
- Manage the turnaround of void properties in an efficient manner.

**Health and Safety:**

- Support the Service Managers to ensure that Health and Safety requirements are being met within services.
- Support the Service Managers to maintain the health and safety plans for the services.

**Asset Management:**

- Assist the Senior Housing Manager and Director of Finance & Resources in developing and maintaining a robust and informative long-term asset management plan.
- Support the Senior Housing Manager and Director of Finance & Resources to deliver the agreed annual asset management plan.
- Manage the cyclical and planned maintenance programs.
- Liaise with external project managers on major planned works.

**Finance:**

- Support the Senior Housing Manager to manage relevant budgets.
- Ensure value for money in the delivery of Repairs & Maintenance and regularly review the New Outlook Repairs & Maintenance policy.
- Have knowledge and experience of using current housing management systems to track rental income so that any concerns can be addressed in a timely manner.
- Receive and commit to ongoing training to enhance the skills needed for the internal housing management system.

**Other:**

- Ensure Housing Management and Repairs & Maintenance policies and procedures are up to date and include best practice.
- Liaise with external professionals where necessary in relation to Housing Management and Repairs & Maintenance.



- Ensure New Outlook is compliant with all relevant legislation and our Regulator's requirements.
- Ensure data protection and confidentiality is always maintained.
- To promote continuous improvement - identify best practice and more efficient ways of working and assist the Head of Finance & Resources in developing action plans to achieve these changes.
- Demonstrate proficiency in Microsoft Office, specifically Excel, to efficiently collate and maintain up to date reports.
- Any other duties commensurate with the role as determined by the Senior Housing Manager.
- We are seeking a self-motivated individual capable of independently managing their office schedule and conducting on-site visits to services.