

Job Description

Job title: Rehousing Support Officer

Accountable to: Lettings Manager

Job Purpose: Our vision is to ensure that everyone lives in a great home. Our customer, home & place and asset strategies are clear what this means for the business and our residents – a greater number of homes being built, and significant activity aligned to making sure we provide the right homes for our customers. Your role is to support the delivery of the Strategic Asset Management Plan by assisting households to move to alternative accommodation where their home has been identified for disposal or redevelopment. You are responsible for capturing, recording and maintaining high data quality in our housing systems, ensuring that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management of all compliance elements within your defined areas.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy: Set by the Head of Lettings, the role is responsible for achieving our operational and financial goals, performance targets, customer satisfaction standards, in-keeping with regulatory, legislative and industry best practice within multiple localities.

Key Accountabilities:

- To take responsibility to deliver the right outcome for our customer in a safe and timely way.
- Liaise closely with colleagues as part of the project team, to understand project requirements, timescales, sensitivities, and communication plans as part of any planned decant projects linked to the strategic asset management plans.
- Work with residents who are required to move as their home has been identified for disposal or redevelopment as part of our Strategic Asset Management plan to understand their housing needs and requirements.
- Ensure all information provided to residents is clear and consistent, adhering to the communications plan to avoid any confusion, misunderstanding and to minimise concerns over the decant plan.
- Act as the main point of contact for the residents throughout the process, listening and understanding their needs and concerns to ensure a successful move, whilst keeping the Decant Project Team updated with progress and any challenges faced.
- Liaise with local lettings teams and Local Authorities where required, to secure suitable available properties for residents impacted by the project.
- Proactively identify suitable homes for our residents and support them through the lettings process.

- Manage difficult and sensitive conversations with residents, maintaining effective relationships to deliver the project. Attend site meetings, appointments with residents or consultation events as required.
- Develop, review, and regularly maintain the resident engagement and performance plans to ensure all information is accurate and up to date to demonstrate progress and manage the decant project effectively to deliver within target timescales.
- Ensure any legislative or support payments are made correctly and within timescales.
- Seek legal advice as required to provide information of tenancy rights to residents.
- Play a proactive role in assisting and supporting residents to find suitable alternative homes as part of our approach to Rightsizing.
- Holds the Data Steward role for data quality related the creation of new tenancies as set out in Sovereign's data landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety & Compliance Team for consideration and/or investigation.
- Establish and maintain own effectiveness by developing working relationships with all stakeholders, ensuring integrated contribution to Sovereign's corporate objectives whilst observing Sovereign's policies, procedures, and ways of working.
- Develop own capability through continual personal and professional development that will assist in improving own performance in the role, ensuring all core and mandatory training is completed and kept up to date.
- Undertake other duties, within the level of responsibility, to meet the changing needs of the organization.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.

Knowledge & Skills:

- Knowledge of Housing related policies and legislation specific to letting homes, including an understanding of tenancies and safety legislation with a focus on compliance within all activities undertaken.
- Exhibit operational thinking and values driven behaviours to fulfil our ambitious corporate plan and customer impact, asset, and home & place strategies at a locality level.
- Ability to manage own performance and work with others to optimise team and overall performance.
- Have a track record of meeting targets and deadlines and works effectively with others in a complex and dynamic environment.
- Experience of working across teams and agencies to address complex customer needs.
- Strong communication skills with the ability to give and receive honest communication and develop inclusive relationships whilst remaining self-motivated and accountable for your work.
- Acts with confidence, influence and authority when liaising with all appropriate stakeholders. Able to be assertive and a good negotiator.
- Experience of representing Sovereign at a local level to raise the profile of the business.
- Evidence of excellent customer service achievements in a complex delivery environment.
- Excellent oral and written communication and interpersonal skills.
- Proficient use of a variety IT systems and digital products.

- We encourage the membership of a professional body – CIH or equivalent.
- Ability to impact assess and to understand the difference between ‘major’ and ‘minor’ data issues.
- Knowledge of methods to monitor the quality of data and identify issues e.g. reconciliations

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0		Kelly McArthur	Oct 22	