

# Aspire



## **JOB DESCRIPTION**

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| <b>POST TITLE:</b>      | Senior Housing Officer   |
| <b>RESPONSIBLE TO:</b>  | Housing Manager  |
| <b>RESPONSIBLE FOR:</b> | Housing volunteers   |
| <b>LIAISON WITH:</b>    | Aspire Services, Housing Associations, NHS Staff,<br>Housing tenants and Housing contractors |
| <b>LOCATION:</b>        | Stanmore/Hybrid working  |
| <b>HOURS OF WORK:</b>   | 35 hours a week, some travel will be required  |

## **ASPIRE**

Aspire is a registered charity. Aspire exists to work with people with spinal cord injuries to create opportunity, choice, and independence. Aspire aims to enable disabled people to achieve their full potential.

Amongst the services provided are: Independent Living advice, provision of Assistive Technology, Welfare Benefits, Money Matters, Housing Advice and Accessible Housing.

For further information about all of our services please visit our website [www.aspire.org.uk](http://www.aspire.org.uk).

## **JOB SUMMARY**

1. Take responsibility for day to day management of Aspire's Houses
2. Support Housing Manager in operation of the service when required
3. Oversee compliance
4. Manage the Tenant Support Officer and the Housing volunteers

## **KEY TASKS**

### **1. Take responsibility for day to day management of Aspire's Houses**

- Ensure repairs are raised and completed in timely manner. Liaising with contractors and the raising of purchase orders when required.
- Responsible for overseeing void works and the turnover of properties.
- Ensure that all statutory and legal requirements are met.
- Update management information systems and databases.
- Oversee tenant arrears and work to recover funds.
- Ensure the completion of end of tenancy interviews. Note areas for improvement and make recommendations as appropriate.

### **2. Support Housing Manager in operation of the service when required**

- Providing reports and assessments when required.
- Assisting with incoming referrals and ensuring eligibility.
- House viewings and sign-ups, when needed.
- Deputising for Manager with partner organisations when needed.

### **3. Oversee compliance**

- Organise annual PAT testing for all properties.
- Ensure that annual Gas testing is completed by relevant party and certificates in place.
- Ensure EICR has been completed in line with legislation, by relevant party and certificates in place.

### **4. Manage the Tenant Support Officer and the Housing volunteers**

- Manage the Tenant Support officer, ensuring regular contact is made with tenants, in line with the agreed support plan.
- Ensure discussions on all key issues – including, move on plans, support needs and changes to tenancy dates – are documented in line with the agreed support plan.
- Hold regular 121s and ensure these are documented.
- Assist with the recruitment, training and direction of Housing volunteers.
- Liaise with Housing volunteers to carry out their responsibilities and ensure their expenses are processed.

## **GENERAL INFORMATION**

All staff are required to commit to Aspire's aim of working with spinally injured people to help achieve independence and integration. Aspire is funded by donations from the public and receives no statutory funding from the government. All employees have a duty of responsibility to comply with all statutory regulations including the Health and Safety at Work Act. A full copy is available from the Director of Operations.

Aspire strives to offer good quality training opportunities and competent management, recognising the merit of all staff and encouraging employees to make suggestions and complaints. There will be equal opportunity for employment development and advancement for those qualified. No person will be discriminated against. Aspire has wheelchair accessible offices, tactile signage, an induction loop system and a talking lift.

## **Person Specification**

### **Essential**

- Experience in a housing role, particularly property maintenance.
- Excellent time management.
- Excellent communication skills.
- Excellent IT skills.
- Ability to work on multiple projects with conflicting priorities.
- Good grasp of financial processes.
- Strong team-working skills.

### **Desirable**

- Knowledge of spinal injury.
- Knowledge of performance measurement techniques.
- Team lead/management experience.
- Experience of benefit claims and processes.