

Job description

Senior Housing Officer

- Grade: PO3
- Reports to: Deputy Area Housing Manager
- Direct reports: Up Two Housing Support Officers
- Your team: Tenancy Management Team
- Service area: Housing Operations Team
- Directorate: Homes and Neighbourhoods

This post requires a DBS check at the appropriate level (Basic)

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Key responsibilities:

- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.
- Take responsibility for the management of 500-600 homes on behalf of the Housing Operations service and advise tenants of their obligations and rights, in accordance with

their tenancy agreement, ensuring appropriate tenancy management, compliance and sustainment. Provide an excellent level of customer service to residents.

- To be responsible for coaching and providing guidance to the Housing Support Officers, to enable their development. This could involve the appropriate allocating of work to a Housing Support Officer (Not responsible for direct line management of the Housing Support Officers).
- Taking a lead role in the service handling specialist and complex housing, estates, ASB (Anti-social Behaviour) and repair enquiries and escalate to the appropriate teams in a timely fashion.
- Provide a first-class, highly visible and accessible, customer focused, service to our diverse residents; quickly identifying their needs and providing effective first contact resolution – i.e progression of outstanding and serious repairs.
- Actively promote the Council's commitment to the Domestic Abuse Housing Alliance accreditation and best practice principles and deal appropriately and effectively with all cases of anti-social behaviour (ASB), hate crimes, harassment and neighbour disputes; following the appropriate enforcement procedures.
- Investigate and manage breaches or suspected breaches of tenancy agreements – both assignment of tenancies and succession applications, working with external agencies, the Legal team and Housing Investigations Fraud Team; attend Court and Tribunal proceedings as required and escalate high risk cases to the Deputy Area Housing Managers / Area Housing Managers.
- Lead on eviction processes, where possession or forfeiture has been obtained, including arranging for properties to be secured, removal of goods and storage and offering advice on homelessness to those evicted, enabling a referral to Housing Needs.
- Facilitate mutual exchanges, ensuring appropriate adherence of tenants involved.
- Manage and respond to enquiries and complaints from residents and elected members concerning the provision of services.
- Carry out regular inspections of properties ensuring that fire safety issues/hazards are identified and dealt with / removed in a timely manner; making and monitoring referrals to relevant service areas where necessary.
- Actively promote the range of payment methods available to residents and signpost customers to the relevant financial or other support available.
- Liaise with and maintain effective working relationships with internal and external agencies and other service providers; including the Community Safety Security and Resilience Team, both Children and Adult's social services, DAAT and mental health provisions, in regards to safeguarding concerns. Assist vulnerable residents to sustain their tenancies and address tenancy breaches, including liaison with support networks, reporting and signposting adults that have been identified as having support or other needs to the appropriate services.
- Work with colleagues across the Council, the Repairs Department, contractors and other partner agencies to resolve issues; escalating significant concerns to the Deputy Area Housing Managers / Area Housing Managers.
- To use appropriate ICT systems to: provide accurate advice, resolve enquires, raise orders with appropriate level of priority and maintain up to date case records in line
- with local policy and legislative requirements. Ensure that all files and records are updated using the appropriate corporate systems and to use information technology as necessary, for monitoring, record keeping and statistical analysis purposes.
- All Housing colleagues are expected to prioritise and escalate as appropriate; any significant potential or existing safeguarding matters or potential reputational risks to the Council and to consult with relevant senior managers, prior to providing a formal response – both in regards to verbal and written responses. Due to the potential urgency and seriousness of such cases, appropriate follow-up to these particular cases, should be completed within a maximum of 24 hours' timeframe / one working day; but should be responded to, as soon as practically possible.

Budget responsibilities

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects, assuring value for money in all activities.

Senior Housing officers should be able to participate in the effective and responsible management of small budgets, contributing to the overall budget management for Housing officers' budget of £3 million

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Educated to a good standard of literacy and numeracy. English & Math's GCSE or equivalent essential, Grade C / Level 4 or above	Essential/desirable
2	Achieved (or willing to work towards) a level three Housing qualification, of the professional qualification of the Chartered Institute of Housing or equivalent experience.	Essential/ Desirable
3	Proven experience of working in a high demand customer services environment, with good knowledge of housing customer service best practice.	Essential/ Desirable
4	Detailed knowledge and practical experience of dealing with the majority if not all the following social housing areas: Core tenancy compliance, Anti-Social Behaviour, Homeless Services, Mutual Exchange, Repairs and follow-on works, Safeguarding, Service Charges, Leaseholder management, Succession, Suspected Tenancy Breaches, Unauthorised Occupiers.	Essential/ Desirable
5	Proven experience of dealing sensitively with complex calls and complaints from customers, providing excellent customer service. Make good judgements throughout the customers' journey and demonstrate the ability to work well under pressure.	Essential/ Desirable

Point	Criteria description	Essential/desirable
6	Ability to use active listening skills and coaching skills to get to the central issue(s) of a problem and then act to resolve it, exercising good judgement and linking in with other colleagues across the organisation.	Essential/ Desirable
7	Ability to respond openly with a flexible and resilient approach to change, demonstrating resilience.	Essential/ Desirable
8	Ability to manage conflict, with an investigative mindset	Essential/ Desirable
9	Ability to pro-actively use own initiative when prioritising your workload, ensuring personal objectives and targets are met and ensure that work is completed with a proactive approach	Essential/ Desirable
10	Experience of working with customers from diverse and wide-ranging socio-economic backgrounds, in particular social housing (desirable).	Essential/ Desirable
11	Excellent team work skills which seek to support others in delivering first class housing customer services to residents.	Essential/ Desirable
12	This role will require you to obtain an Enhanced satisfactory clearance from the Disclosure and Barring Service	Essential
13	The postholder will be required to complete home visits outside normal hours, as necessary; as well as responding to emergency cases – i.e, flooding, gas leaks	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.