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| **Job Description** | new%20WHA%20logo |
| **Job Details** |
| **Job Title** | Housing Officer | **Report To** | Housing & Customer Services Manager |
| **Grade** | EVH Grade 7 | **Date Completed** |  |
| **Job Summary** |
| **Operating within a strong performance culture you will be expected to deliver excellent performance results. You will be a visible and familiar face within our communities, you will be empowered to deliver right ‘first time’ services, offering personalised solutions for your customers and the community to make Wellhouse *The Place to B*e. You will be instinctively customer focussed and have a can-do attitude to ensure that our customers’ experience of service is always positive. You will understand the importance and work with partner agencies to achieve great outcomes.** |
| Values, Behaviours & Competencies |
| **Wellhouse – the Place to Be.****Wellhouse Core Values are inherent in everything we do, the Values are:**CaringOpenRespectEmpathy**Wellhouse is committed to Equality and Diversity.**Our Housing Officers will be able to demonstrate the following behaviours and competencies:Put the customers at the heart of everything we doHave a “can do” attitudeBe a good listenerExcellent communication and interpersonal skillsAbility to work using own initiative to find solutionsUnderstanding and ability to respond to those vulnerable groups with complex needsStaff need know their patch intimately and have a personal, informed relationship with the people they serve.Ability to negotiate and liaiseAbility to manage changeAbility and willingness to make a positive contribution to team culture and to inspire and gain the confidence of othersAbility to self-manageUnderstanding how to keep focus and drive in challenging situationsDevelop personal strategies to ensure positive responses under pressureProfessional demeanour at all timesAbility to be creative and respond according to the situationSelf-aware and self-motivatedExcellent time management and organisational skillsWork under pressure, with minimum supervisionComputer literate, with knowledge of PC based office management systems Ability to take responsibility for own learning and continuous improvementAbility to represent Wellhouse in a positive and effective mannerTake responsibility for managing excellent performance resultsAbility to participate within and across various teamsTake personal pride in getting the job doneUse professional judgement to achieve creative solutions and deliver great outcomes for customersFlexibility and a willingness to respond to the dynamic and changing needs of our organisation |
| Job Outputs |
| **Role output** | **Includes the requirement to:** |
| Deliver continuous improvement in customer satisfaction and business performance | * Apply common sense approach to manage and improve performance across the range of key performance indicators, with a particular focus on customer satisfaction
* Participate at team visual measure board meetings to achieve continuous improvement
* Ensure compliance with tenancy and lease conditions
* Ensure access for contractors to carry out gas servicing/electrical inspections
* Be responsible for estate budget control and sound budget management
* Deliver value for money
* Responsibility for reporting to the Housing Manager on core functions for rent, voids, complaints, tenancy management, allocations, estate management.
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| Ensure effective communication with customers and partners | * Be a visible and familiar face within your community
* Provide customers with a full range of rehousing information and advice including property / area profiles, likely availability, mutual exchange advice, offer tenures, rent levels, income & expenditure assessment and all application support
* Undertake a programme of regular customer visits to determine different customer profiles and service needs
* Ensure customer commitments are delivered
* Resolve customer issues and complaints and apply creative thinking to identify personalised solutions
* Attend meetings with customers to lead initiatives or resolve particular issues
* Advocate on behalf of customers with relevant partner agencies
* Work with partner agencies to ensure tenancy obligations are managed
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| Well maintained, attractive and vibrant communities | * Play an active role in liaising with our Estate Warden colleagues to ensure that environmental standards are maintained, this will include:
* Rapid response
* Arborist service
* Estate Management Maintenance
* Identify funding solutions for environmental activity
* Identify local priorities for the environmental strategy
* Identify priorities for dedicated local environmental team
* Identify and report local repairs and maintenance issues within our properties and communities
* Identify and contribute to wider action and partnership initiatives
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| Deliver a comprehensive range of housing services \* | * These services will include:
* Estate Management
* Working with any sustainment services
* Arrears management
* Advice on options for rehousing
* Void and Letting
* Anti-social behaviour
* Factoring
* Alterations
* Medical Adaptations
* Rechargeable Repairs
* Wider action
* Asset management, including a right first-time repairs service
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| Community Governance | * Support the Housing Manager in management committee activities, attending meetings where required; this may be out with normal office hours
* Support and develop customer groups (Customer Opinion Panel or RTO’s), attending meetings when required; this may be out with normal office hours
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| Ensure Compliance with professional, regulatory, statutory and corporate requirements | * Comply with and implement all our policies and procedures.
* Act ethically and with integrity, taking account of the employee code of conduct
* Comply with all SHR and legal requirements
* Contribute to the annual statistical returns (Annual Return of the Charter, Scottish Housing Network, Local Authority Returns)
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| General Duties | * Our Housing Officers will have to demonstrate flexibility and a willingness to respond to the dynamic and changing needs of our organisation.
* Provide support to and attend to occasional emergencies and customer requests that may be out with normal office hours.
* Approach each day with reasonable flexibility to undertake any job functions as necessary and appropriate within the organisation.
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| Interdependencies |
| Tenants & other customersHousing ManagerDirectorHousing & Technical staffFinance StaffEstate WardensMoney/Income Advisers Care PartnersConnect Community TrustContractorsPartner agencies and local authority, Scottish Housing Regulator, MP and MSP’s, Local Councillors, Police Scotland, Scottish Fire & Rescue, local community groups |