

<b>HOUSING MANAGEMENT OFFICER</b>			
Reference No.	G110.03	Type	Generic
Service	Housing		
Job Family	Para Professional 4	Grade	FC6

  

<b>Purpose</b>
<p>Responsible for a neighbourhood, ensuring high quality, well run estates through the assessment of need of individuals, properties and neighbourhoods, followed by the development of solutions which range from prescribed processes to self-developed initiatives.</p> <p>Deliver high quality landlord services to build stable communities by sustaining tenancies and engaging with customers and partners to improve our estates and local areas.</p>

<b>Task or Responsibility</b> - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	<b>Person Specification: Skills, Knowledge, Qualifications or Experience</b> - Criteria can apply to more than one task or responsibility	<b>E</b>	<b>D</b>
<p>Creating new tenancies in mainstream housing, making tenants aware of the legal and social responsibilities of having a tenancy through the sign-up and follow-up visits.</p>	<p>Knowledge of the Short Scottish Secure Tenancy, Scottish Secure Tenancy and occupancy agreements</p> <p>Experience of working with the range of supports available to tenants (Take ownership – See 'How We Work Matters' Framework)</p> <p>Educated to SCQF level 5 which includes National 5 or SVQ level 2 in Housing or equivalent or Standard Grades at Credit level or equivalent</p>	<p>✓</p> <p>✓</p> <p>✓</p>	

## Role Profile

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Working with colleagues in complexes for older people to deliver new tenancies.	Ability and commitment to complete Homepoint2  Ability to provide a regular and effective service	✓  ✓	
Understanding the needs of new and prospective tenants at an early stage to help them access goods and services needed to set up and sustain a tenancy.	Experience in assessing and co-ordinating a package of supports	✓	
Ensuring that tenants' rights and responsibilities are delivered by responding to requests for service and taking proactive action.	Time management skills  Knowledge of allocations policy and practices, housing advice, and availability of housing	✓  ✓	
Sustaining tenancies through regular visits, providing help and support, housing options, rent collection and arrears advice, tenancy assistance and potential for adaptations.			
Assisting, signposting and giving advice to tenants on fuel poverty/poverty, financial changes, rent & rechargeable repairs debts, employability, digital inclusion and other provisions within the local area that would enable tenancy sustainment.	Experience of partnership working in managing tenancies	✓	
Managing temporary accommodation as above.			
Taking action where breaches escalate and prevention is no longer possible by initiating warnings, rechargeable services and/or court action.	Experience of assertive tenancy management	✓	
Ending tenancies in line with legislation and council policy, and applying judgement to making best use of pre-termination periods.	Negotiation skills		✓

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Working within communities and with partners enhancing and improving estates and preventing escalation of neighbourhood issues through joint estate visits, management initiatives, and local investment projects.	Problem solving skills (Deliver results)	✓	
Monitoring budget spend on projects.	Budget management skills	✓	
Providing assistance to residents of other tenures within neighbourhood-making referrals and signposting if needed, and negotiating mutual repairs.			
Developing tenant engagement within neighbourhood using a variety of methods, including the support of local Tenant and Resident Groups.	Communications skills	✓	
	Knowledge of relevant legislation	✓	
	Customer care skills (Focus on customer)	✓	
Managing and maintaining information about tenants and tenancies in line with service procedures, information sharing protocols and corporate policies.	IT skills (including databases) (Embrace technology and information)	✓	
Helping develop services through participation in Service Development Groups as professional practitioners using experience to improve process and customer experience.	Contribute to and promote continual service improvement (Work together)	✓	
Managing own performance and targets against key performance indicators in relation to debt management, tenancy management, voids and estates.	Organisational skills	✓	
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children <input type="checkbox"/>	PVG Protected Adults <input type="checkbox"/>	PVG Both <input type="checkbox"/>	None <input type="checkbox"/>
	Basic Disclosure <input checked="" type="checkbox"/>	Standard Disclosure <input type="checkbox"/>	Enhanced Disclosure <input type="checkbox"/>	

## Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

## Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results