

## HOUSING MANAGEMENT OFFICER (PRIVATE SECTOR)

Reference No.	I624.01	Type	Individual
Service	Housing Services		
Job Family	Para Professional 4	Grade	FC6

### Purpose

Responsible for ensuring high quality private sector housing services through the implementation of legislative standards, Council policies, prescribed processes and self-developed solutions. Delivering high quality customer care and advice, supporting private owners, landlords, tenants and other stakeholders.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Delivering the Council's strategic responsibilities based on the requirements of housing legislation, policy and best practice.

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**   **D**

Knowledge of relevant legislation, policy and best practice

✓

Experience of working with the range of supports available to private owners, landlords, tenants and other stakeholders (Take ownership – See 'How We Work Matters' Framework)

✓

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

✓

## Role Profile

<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>
Supporting customers and other stakeholders in the technical aspects of housing improvement and management.	Ability to inspect property condition and progress improvement projects  Ability to provide a regular and effective service	✓  ✓	
Dealing with complex situations relating to customer / stakeholder experiences of improvement, management and delivery of housing services.	Experience of assessing and appraising complex information, problems or situations (Deliver results)  Negotiation skills  Ability and commitment to complete Homepoint2 Experience in assessing and co-ordinating cross-Council services	✓  ✓  ✓	
Providing timely, proactive and flexible responses in supporting customers and providing high quality services.	Time management skills  Knowledge of housing policy and practices, housing advice and housing standards	✓  ✓	
Sustaining tenancies through contact with customers and other stakeholders, signposting to wider services e.g. advice on homelessness, housing options, personal budgeting, adaptations and fuel poverty.	Customer care skills (Focus on customer)	✓	
Taking action where legislation is breached or agreed practice is not progressed.	Experience of assertive case management	✓	
Working in partnership within communities to enhance and improve estates and neighbourhoods through joint visits, management initiatives, and local investment projects.	Experience of partnership working in Council / private sector housing improvement	✓	

## Role Profile

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Monitoring budget spend on relevant projects.	Budget management skills		✓
Developing engagement methods for liaison with stakeholders and communities e.g. forums, consultations.	Communications skills	✓	
Managing and maintaining data and information 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, using experience to improve processes and streamline the customer 'journey'.	Contribute to and promote continual service improvement (Work together)	✓	
Managing own performance and targets against key performance indicators e.g. caseloads and response times, budgets, customer satisfaction rates.	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:

<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	E	D
<b>Job Title (Specialists Tasks)</b>			

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 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