Role Profile

Post Title:	**Housing Officer**
Grade:	**8**
Date Created:	**14th September 2018**

ROLE DEFINITION

To provide a local housing service to the community by means of an estate based management service.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Implement the Council's Estate Management procedures by inspecting houses, gardens & open spaces and advising residents of their responsibilities and take appropriate action to enforce the conditions of tenancy.
- Visit residents and through interviews either in the office or in their homes, advise them where appropriate and provide information orally or in writing.
- Liaise with colleagues where child protection / adult protection referrals may be considered.
- Attempt to resolve neighbour disputes, act as mediator as required, and in general foster good landlord / tenant relations.
- Provide information and advice in respect of all of the Council's housing policies and deal with Tenant's Rights applications.
- Deal with Universal Credit & benefit enquiries and assist in such applications, and also manage rent accounts in accordance with the Council's rent management procedures.
- Implement the Council's Void Management & Allocation policies & procedures.

- Maintain records of interviews and meetings as appropriate and create a database of information in relation to particular estates.

- Forge links and maintain contact with residents' groups and in general establish a line of communication between communities and the service.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• HNC or SVQ 3 in administration / customer service or equivalent	• CIH Level 4 Diploma in Housing or equivalent or studying towards such a qualification	• Application Form • Interview
Experience	• General housing experience	• Interviewing and home visits	• Application Form • References • Interview
Specialist Knowledge	• Understanding and application of Estate Management principles and tenancy conditions	• Current housing issues and policies • Welfare Reform/ Universal Credit	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication skills • Interpersonal skills and ability to communicate effectively at all levels	• Work unsupervised / generate & prioritise own workload	• Application Form • References • Interview
Other	•	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind