

JOB DESCRIPTION

Job Title:	Housing Management Officer
Service / Department:	Calverley Hill
Reports To:	Service Manager
Responsible For:	n/a
DBS Check:	Enhanced with Adult and Child Barring list check

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement. We work to enable the growth of people's strengths and talents supporting them to develop their skills and resources to transform their lives and overcome a variety of complex needs to achieve greater independence.

The Housing Management Officer will provide an efficient, responsive and sensitive housing management service for new and existing residents at our Service to include overseeing the management of client arrears, repairs and maintenance to the buildings and health & safety and compliance. The Housing Management Officer will also provide general administrative support to the Management team to include financial transactions, invoicing, stock control and ordering supplies.

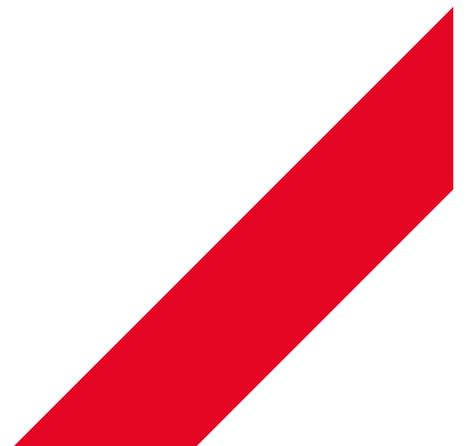
Main Duties and Responsibilities:

- To provide advice to residents in order to facilitate the sustainment of their Licence and future Tenancies.
- To support the team in ensuring residents who are new to the service, complete and sign all relevant paperwork in relation to their occupancy, ensuring that residents understand the rights and responsibilities of their licence/tenancy
- To support residents with making new claims for social security benefits, when needed and updating the relevant benefit teams with changes in personal circumstances.
- Monitor the progress of all housing benefit claims, whilst ensuring all residents are supported to pay their fees via an Allpay card or Standing Order.
- To keep Support Workers informed about current arrears so they can effectively support clients to clear any outstanding payments and offer solutions and choice to debt reduction
- • To oversee the timely and accurate banking of any income and ensure this is recorded within action diaries
- To lead and support in debt management, and the collection of any current or former institutional or personal arrears. This will include administrating the sending out of required debt support letters to clients
- To provide Quarterly Rent Statements to residents and respond to any license/tenancy queries promptly ensuring complaints are dealt with in accordance with Salvation Army Homes procedures.
- To undertake regular building checks and report any repairs promptly.

- To liaise with our Assets Management and Customer Services colleagues to ensure any repairs identified are reported and completed in a timely fashion and to work with any Maintenance Contractors on site to ensure repairs are completed to a high standard
- To lead and support the re-letting of tenant rooms i.e. room clearance, cleaning & preparation, voids inspections and any liaison needed with the Asset Manager to ensure voids are managed and kept to a minimum.
- To assist in the management of the allocations process, interviewing prospective tenants and liaising with referral and partner agencies.
- To undertake daily, weekly, monthly and quarterly health & safety checks in line with policy and complete any necessary reports and maintain accurate records.
- To ensure all staff, residents and visitors are aware of and adhere to all health & safety requirements.
- To manage exits from the service. Ensuring that exit surveys are scanned on to the system and feedback is reviewed.
- To maintain an efficient administration system overall which meets the needs set by Salvation Army Homes for recording information and producing reports, and complies with statutory, regulatory and inspection requirements for record and reports.
- To create alternative housing opportunities to social housing by liaising with private landlords and LA landlord forums to promote the service and any accredited move on programme.
- To oversee the safe storage and disposal of all relevant paperwork in line with GDPR requirements.
- To reconcile all petty cash transactions, process purchase invoices and raise sales invoices.
- To undertake stock control of all cleaning products, health & safety products and stationery and place appropriate orders, where required.
- Actively promote a positive professional profile of the project within the local community, ensuring the good reputation of the organisation at all times.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.



PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- Chartered Institute of Housing
- Social care qualification
- Degree level qualification in a relevant field

Aptitudes and Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge, having the ability to communicate and work with other agencies effectively
- Good time management skills and able to manage workload appropriately
- Great verbal, written and influencing skills
- Ability to use a computer, e.g. Microsoft packages and capacity to successfully navigate support packages used by Salvation Army Homes
- Willing to occasionally work outside normal working hours including occasional evenings and weekends and to partake in an On-Call rota
- Ability to produce accurate and timely reports
- Ability to travel between our sites, as required. Where driving is a requirement, must have a full driving licence and access to a vehicle to be able to travel between sites to carry out the job role.

Experience and Interests:

- Experience of or knowledge related to working with homeless people
- Proven capacity to deal successfully with difficult and complex situations e.g. working with anti-social behaviour
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

S	Servant Leadership — we help people thrive	Have we given our audience everything they need to succeed in their next step?
P	Passion — we love our work	Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent?
I	Inclusion — this is a team effort	Have we kept our communication simple and to the point? Have we used clear, accessible English?
R	Respect — we show respect for all	Have we given our audience credit for their intelligence? Have we advocated for our residents?
E	Empowerment — we have trust	Have we given the right context to our message? Has our communication been story-driven?

