

JOB DESCRIPTION

Job Title:	Housing Management Officer
Service / Department:	The Limes
Reports To:	Service Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adult and Child

Job Purpose:

At Salvation Army Homes we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The Housing Management Officer will provide an efficient, responsive and sensitive housing management service for new and existing residents within The Limes, maintaining financial/administrative systems, monitoring resident arrears and Repairs reporting. 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 support the team in ensuring all new residents to the service complete and sign all relevant paperwork in relation to their occupancy and monitor the progress of all housing benefit claims, whilst ensuring all residents are supported to pay their fees via an Cash, Allpay card or Standing Order.
- To proactively monitor and report any arrears weekly and keep the team informed of any issues or concerns, so they can effectively support residents to clear outstanding arrears.
- To provide Weekly Rent Statements to residents and respond to any queries promptly.
- To liaise with our Assets Management and Customer Services colleagues to ensure all repairs 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 ensure all staff, residents and visitors are aware of and adhere to all health & safety 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.
- To maintain an efficient administration system 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 oversee the safe storage and disposal of all relevant paperwork in line with GDPR requirements.
- The postholder is responsible for fulfilling duties in relation to health and safety, that are relevant to their role, as set out in the Health & Safety Policy

Related Activities:

- To participate in essential training, role related training and to work in accordance with all relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- To 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:

- None

Aptitudes and Abilities:

- Demonstrable empathy with the resident group
- Proactive and self-motivated
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- IT literate, comfortable with using MS Office applications
- Good business acumen and commercially minded
- Numerate and data rational.
- Willing to occasionally work outside normal working hours including occasional evenings and weekends and to partake in an On-Call rota
- Ability to communicate and work with other agencies effectively
- Ability to produce accurate and timely reports and management information

Experience and Interests:

- Demonstrable experience in a similar role or administration
- Knowledge of Health & Safety legislation
- Knowledge of the social housing sector advantageous

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?