

JOB DESCRIPTION

Job Title:	Housing Management Officer
Service / Department:	North Somerset Services – WSM and Clevedon
Reports To:	Service Manager
Responsible For:	N/A
DBS Check:	Enhanced with Adults Barring

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 our North Somerset Services (NSS) 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 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 Allpay card or Standing Order.
- To proactively monitor and report any arrears weekly and keep the team informed of any issues or concerns.
- To provide Quarterly Rent Statements to residents and respond to any queries promptly.
- To undertake regular building checks and report any repairs promptly.
- To liaise with our Assets Management and Customer Services colleagues to ensure all repairs are completed in a timely fashion and to work with any Maintenance Contractors on site to ensure repairs are completed to a high standard.
- 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 maintain an efficient administration system which meets the needs set by saha 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.

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.
- Engage with your colleagues and to maintain and contribute to a positive staff culture.

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 client 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
- Must have a full driving licence and access to a vehicle to be able to travel between sites in North Somerset.
- Ability to communicate and work with other agencies effectively
- Ability to produce accurate and timely reports and management information
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Experience and Interests:

- Experience of, knowledge or willingness related to working with people who have been homeless
- Proven capacity to deal successfully with difficult and complex situations
- Be aware of the challenges facing vulnerable people and the difficulties that these can present in a supported housing environment
- Experience preferable in a general needs or supported housing setting

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?