

JOB DESCRIPTION

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

Job Purpose:

To provide housing management services to residents at Mulberry House. To provide good customer service, ensure the units are maintained and the scheme is kept in good order. To maintain effective liaison with the local management team regarding health and safety, allocations, effective arrears control, repairs and void turnaround.

Main Duties and Responsibilities:

- To provide advice to the residents in order to facilitate the sustainment of their Licence and future Tenancies.
- To be proactive in order to maximise the collection of rent collection and any other charges relating to the tenure. To effectively assist the management team to manage any arrears to perform within the target percentage.
- To liaise with relevant departments within the local authority to ensure that rent collection is prompt arrears are avoided.
- To support residents with making new claims for social security benefits, when needed and updating the relevant benefit teams with changes in personal circumstances.
- To carry out the administration of and maintain accurate rent records using the UH database. To ensure that the action diary provides an accurate, clear and concise record of each account.
- To oversee the timely and accurate banking of any income and ensure this is recorded within action diaries.
- To assist in the management of voids, carrying out pre-termination and void inspections as required in accordance with the association's policy, in a timely manner.
- To manage exits from the service. Ensuring that exit surveys are scanned on to the system and feedback is reviewed.
- To utilise the UH database for the management of voids.
- To assist in the management of the allocations process, interviewing prospective tenants and liaising with referral and partner agencies.
- To ensure that licence agreements are signed up and conditions of occupancy are adhered to.
- To manage housing management relationships with tenants in such a manner that they feel their individual requirements are being promptly addressed and they comply with their tenancy agreements
- To oversee claims for housing related benefits, ensuring they are accurate and made in a timely manner to meet the requirements of the local authority; ensuring that HB documentation and the request for payment in advance are clearly detailed on UH.
- To provide housing management admin support as required by the role.
- 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 carry out health and safety checks/risk assessments as required, monitoring health and safety within the service and ensure that any issues are reported and managed safely and efficiently.
- To submit and oversee the repairs within the service in line with the repairs procedure.
- To undertake any reasonable additional duties as instructed by the line manager or senior management team within the spirit of the role or aims and objectives of the association.

Related Activities:

- Have a good understanding of the work of SALVATION ARMY HOMES and an empathy with its mission.
- Work in a way that reflects the values of SALVATION ARMY HOMES.
- Adopt an 'advantaged thinking' approach within the workplace through appropriate language, conduct and behaviour.
- Provide an excellent level of customer care both within SALVATION ARMY HOMES and for residents, the general public and external bodies.
- Implement SALVATION ARMY HOMES's Health and Safety Policy and Procedures as appropriate for the role and with an awareness of your responsibilities. Ensure that all practices are undertaken in accordance with ensuring a healthy and safe working environment.
- Lead by example in promoting non-discriminatory behaviour to ensure an equality of opportunity for all. Promote diversity as making good business sense and work in an inclusive manner.
- Abide by all policies and procedures of SALVATION ARMY HOMES

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:

- Excellent IT skills with ability to navigate housing management systems and databases.
- Good time management skills and able to manage workload appropriately.
- High level of numeracy and literacy skills and attention to detail.
- Flexibility with working hours.
- Ability to work outside normal working hours in accordance with the needs of the business in a shift working pattern

Experience and Interests:

- Understanding the challenges facing vulnerable people and the difficulties that these can present in a supported housing environment.
- Housing management experience in a general needs or supported setting.
- Excellent understanding of welfare benefits, sanctions, universal credit, arrears management, anti-social behaviour, allocations and voids management.
- Good understanding of health and safety and risk assessments within a residential setting.
- Experience of working unsociable hours.

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?