

Job description

Senior Housing Officer

- Grade: PO3
- Reports to: Deputy Area Housing Manager
- Direct reports: None
- Your team: Tenancy Service
- Service area: Housing Operations
- Directorate: Homes and Neighbourhoods

Special requirements of the post

Workstyle: Front facing (High presence, three to four days a week)

- Colleagues with regular physical contact with residents and businesses in the borough and on-site, but some activities could be done remotely (such as paperwork)

This post requires a DBS check at the appropriate level - Basic

This post is subject to the council's declaration of interest procedure

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

The Senior Housing Officer is responsible for the tenancy management of 550-600 homes

based within a locality tenancy team. This is a crucial and varied role that involves working effectively with a wide range of internal and external partners to deliver excellent tenancy services to residents. This requires tailoring how service is delivered to sustain tenancies and meet the needs of a diverse population. Excellent customer care skills, problem solving ability and capability to manage and prioritise a busy workload are key necessary skills.

The role requires some evening and weekend working, in support of resident meetings and the resident empowerment programme.

Key responsibilities

- Take responsibility for the tenancy management of 550-600 homes on behalf of the Housing Operations service. Advise tenants of their obligations and rights, in accordance with their tenancy agreement, ensuring appropriate tenancy management, compliance and tenancy sustainment.
- Promote tenancy sustainment. Deliver an excellent level of customer service to residents. By reference to preferred methods of contact, demonstrate timely, customer focused and strength based written and oral communication. Sign post residents to appropriate support provided by both internal and external agencies.
- Investigate reports of Anti-social Behaviour. Manage cases to conclusion in accordance with policy, procedure, best practice and relevant legislation. Use appropriate risk assessment tools, enforcement powers and interventions to address ASB and support for all those impacted.
- Investigate reports domestic abuse in accordance with policy, procedure and best practice. Work with relevant partner agencies to ensure safety and wellbeing of survivors is at the heart of risk assessment and action planning.
- Investigate and manage suspected breaches of tenancy conditions, including in cases of abandonment, assignment, succession, unauthorised alterations. Where required, make referrals to agencies such as police, housing fraud team or property services.
- Instigate legal action in relation to tenancy breaches. Prepare instructions, witness statements and evidence for submission to the legal team. Attend court as a witness. Monitor court orders for compliance. Attend evictions ensuring properties are secured and tenancies ended properly.
- Take action in relation to identified fire safety issues. Visit site and communicate with residents about identified fire hazards, promoting safe practice, use enforcement tools within conditions of tenancy and Building Safety Act 2022, in order to eliminate or satisfactorily mitigate risk.
- Build positive professional relationships with residents on the allocated patch. Make every contact count. Undertake a full tenancy audit of the patch over a 2/3 year period focusing on prevention and early intervention. Be accessible. Make regular walkabouts of the patch, hold surgeries on local estates and attend organised 'meet your housing

officer' and estate drop-ins.

- Raise Safeguarding concerns where there is cause for concern over adults or children. Escalate significant concerns to Deputy Area Housing Manager or Area Housing Manager.
- Use appropriate I.T systems and tools to input an extract data. Keep up to date accurate records of case management, communications, and actions taken. Use I.T to plan, prioritise and respond to information requests.
- Respond to inquiries and complaints raised by residents and elected members.
- Work with Housing Support Officers in the sharing and allocation of work. Assist in the development of the Housing Support Officer skills, knowledge and development.
- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable –
1	Educated to a good standard of literacy and numeracy. English & Math's GCSE or equivalent essential, Grade C / Level 4 or above.	Essential
2	Achieved (or willing to work towards) a level three Housing qualification, of the professional qualification of the Chartered Institute of Housing or equivalent experience.	Essential
3	Proven experience of working in a high demand customer services environment, with good knowledge of housing customer service best practice.	Desirable
4	Detailed knowledge and practical experience of dealing with the majority of the following social housing areas: Core tenancy compliance, Anti-Social Behaviour, Homeless Services, Mutual Exchange, Repairs and follow-on works, Safeguarding, Service Charges, Leaseholder management, Succession, Suspected Tenancy Breaches, Unauthorised Occupiers.	Desirable
5	Proven experience of dealing sensitively with complex calls and complaints from customers, providing excellent customer service. Make good judgements throughout the customers' journey and demonstrate the ability to work well under pressure.	Essential
6	Ability to respond openly with a flexible and resilient approach to change, demonstrating resilience.	Desirable
7	Excellent written and verbal communication, negotiation and active listening skills. Ability to problem solve and influence.	Essential

8	Ability to manage conflict, with an investigative mindset.	Essential
9	Ability to proactively use own initiative when prioritising your workload, ensuring personal objectives and targets are met and ensure that work is completed with a proactive approach.	Essential
10	Experience of working with customers from diverse and wide-ranging socio-economic backgrounds, in particular social housing.	Desirable
11	Excellent team work skills which seek to support others in delivering first class housing customer services to residents.	Essential
12	The postholder will be required to complete home visits outside normal hours, as necessary; as well as responding to emergency cases – i.e, flooding, gas leaks.	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.