

JOB DESCRIPTION

Job Title: Housing Officer (Generic Housing Services)

Grade: 7

Overall Responsible To: Director

Day-to-day responsible to: Housing Services Manager

Responsible for: Assisting the Housing Services Manager in the provision of a high quality housing service.

1. **Allocations**

- 1.1 Verify the assessment of housing applications by Housing Assistants. Where possible, ensure target response times are achieved for notifying applicants of the outcome of assessments.
- 1.2 . In absence of Housing Assistants deal with housing applicant interviews.
- 1.3 Provide Housing Services Manager with reports in response to councillor's enquiries in relation to housing applicants.
- 1.4 Advise applicants of the appeals system. Prepare reports for the Housing Services Manager and/or Director once an appeal has been lodged.
- 1.5 Carry out the annual review of the waiting lists.
- 1.6 Process various applications including mutual exchanges and transfer of tenancy.
- 1.7 Contribute to the creation of yearly lettings plans.
- 1.8 Ensure the process for allocation of houses is being carried out. Ensure all necessary paperwork is properly completed e.g. house visit forms.
- 1.9 Process Homeless Referrals from Local Casework Team and where referrals are being accepted ensure statutory timescales are being met.
- 1.10 Responsible for maintaining audit trails for all allocations.

- 1.12 Oversee the process for signing up new tenants, including: ensuring all new tenants have been provided with all relevant information, settling in visits, and notification of tenancy changes to all relevant agencies.
- 1.13 Prepare all paperwork in relation to Membership Sub-Committee meetings. Once memberships are approved ensure Membership Records and Registers are kept up to date.
- 1.14 Attend the Membership Sub-Committee meetings.

2. Void Management

- 2.1 Ensure all other relevant staff are promptly advised of any pending tenancy termination.
- 2.2 Ensure all relevant paperwork regarding tenancy terminations is completed and that the sub-let register is kept up to date.
- 2.3 Begin process of identifying new tenants promptly, taking account of lettings plan.
- 2.4 Liaise with Technical Services Department regarding access for viewing during void works.
- 2.5 Generally, implement process in accordance with Void Management Policy and Procedures to minimise and where possible prevent voids.

3. Estate Management

- 3.1 Ensure the implementation of the relevant policies in respect of breaches of tenancy, neighbour disputes and anti-social complaints. Ensure all necessary paperwork is completed and case notes kept up to date. Ensure, where possible, complaints are dealt with within the target response times.
- 3.2 Assist the Housing Services Manager to implement procedures relating to abandoned properties.
- 3.3 Ensure inspections of closes, other common areas and gardens are carried out. Identify any problems and take appropriate action to resolve such problems, involving external agencies where appropriate e.g. Police, Social Work and Environmental Health.

3.4 Assist the Housing Services Manager with any tendering processes for which the Housing Services Team is responsible. Monitor the quality of work of contractors. Identify any problems and take appropriate action, as directed by the Housing Services Manager to resolve problems.

3.5 Carry out the annual review of the garden assistance scheme. Ensure garden assistance scheme records are updated regularly.

4. Staff Supervision

4.1 Provide on the job training for Housing Assistants, as relevant.

4.2 Oversee day to day workload of Housing Assistants

5. Scottish Social Housing Charter

5.1 Assist the Housing Services Manager with the implementation of the various Charter standards.

5.2 Assist the Housing Services Manager in monitoring Rosehill's performance in relation to the Charter and identifying areas for improvement.

5.3 Assist the Housing Services Manager in compiling performance data required for completion of the Annual Return of the Charter.

6. General

6.1 Assist Housing Services Manager with production of reports for Director.

6.2 Assist the Housing Services Manager with the co-ordination of the quarterly newsletter.

6.3 Contribute to the production of newsletters and various information leaflets, articles for website, etc.

6.4 Assist the Housing Services Manager with the review of relevant procedures and systems.

6.5 Ensure filing systems are kept up to date.

- 6.6 Ensure all records kept in the Section regarding tenants and housing applicants comply with the requirements of the UK Data Protection Legislation.
- 6.7 Ensure the day to day implementation of Housing Management policies is in accordance with Rosehill's Equalities & Diversity Policy.
- 6.8 Attend training courses, seminars and conferences when required.

This job description is designed to give a general guide to the job content, and should not be regarded as absolutely definitive of all tasks to be performed by the post-holder. However, it should be noted that the post holder requires to agree work priorities and tasks to be completed on a regular basis with his/her line manager. This will enable the employee's section and the organisation as a whole to fulfil its objectives.

All tasks must be carried out in accordance with Rosehill's Equalities & Diversity Policy.