

JOB DESCRIPTION

JOB TITLE:	Housing Officer	JE NUMBER: A13300
DIRECTORATE:	Housing	BAND: 7
RESPONSIBLE TO:	Housing Manager	
RESPONSIBLE FOR:	N/A	
MAIN PURPOSE OF POST:	To provide a quality housing management services to meet the needs of customers, making a positive contribution to the social and physical environment of the area managed. To be customer focused and motivated to give the best possible service in the communities we serve. To maintain tenancies through identification of housing and support needs to help tenants to comply with their tenancy obligations. To deliver an efficient customer focused service, ensuring maximum performance levels and continuous improvements in all areas of housing management services.	

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	To take ownership and responsibility for the social and physical environment of the Councils housing estates.
2.	To identify vulnerable customers and customers with support needs, to provide appropriate support for victims, reporters and witnesses of anti-social behaviour and other tenants in need and to refer to internal and external services and support providers
3.	Work proactively with tenants to tackle tenancy breaches to ensure that they keep to the terms of their tenancy agreement.
4.	To work in partnership with other Housing Service teams and external service providers to provide a comprehensive housing management service.
5.	To organise, coordinate, lead and represent the Council and provide sensitive and confidential information for multi-service conferences, including those relating to safeguarding, social care, drugs and alcohol use and mental health for vulnerable adults and children.
6.	To ensure that the estate environment is maintained to a high standard in partnership with the Housing officer- environment.
7.	To maintain and update accurately case management systems, paper and electronic records.
8.	To be contribute to the achievement of performance targets.

9.	To deal with issues of anti-social behaviour, nuisance, and work with other agencies to help create safe and sustainable communities.
10.	To enforce tenancy conditions where appropriate.
11.	To ensure effective customer service by understanding needs through annual and new tenancy visits.
12.	To ensure the Council's safeguarding procedures are followed where appropriate.
13.	To take ownership and responsibility for customer interactions and provide appropriate advice and support to customers either in person or by email or telephone
14.	To actively develop and promote tenant engagement and involvement through a variety of different approaches.
15.	To work with partner services, elected members, and local communities to deliver and develop services and improvements.
16.	To work within Council policies and procedures including data protection and financial regulations.
17.	To ensure the Council's health and safety policies and legal requirements are adhered to.
18.	To contribute to the development, review and improvement of policies and strategies in line with current legislation and best practice.
19.	To support the achievement of social inclusion, equality and diversity in both employment and service delivery including the promotion of equality of opportunity
20.	Promote and deliver the priorities, values, and objectives of Chesterfield Borough Council at all times

GENERAL – To be aware of and implement the following:

Equalities – The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct – All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health & safety – To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development - The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection – All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults - The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

SPECIAL FEATURES OF POST:

Political Restriction	YES		NO	x
Vetting Checks e.g Disclosure and Barring Service (DBS)	YES	x	NO	
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES	x	NO	
You may be required to carry out those duties at your present workplace or at another council venue.	YES	x	NO	

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work that the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Housing Officer	JE NUMBER:	A13300
DIRECTORATE:	Housing	DATE:	2023

KNOWLEDGE / SKILLS / ABILITIES		Assessment Method
-		Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Essential		
•	A good working knowledge of housing issues and law in relation to anti-social behaviour and tenancy management.	Application Form, Interview
•	Excellent interpersonal skills, including the ability to listen, explain clearly, and the ability to persuade.	Application Form, Interview
•	Excellent proven customer care skills.	Application Form, Interview
•	Good written communication skills suitable for making clear, accurate and detailed notes of incidents, and being able to communicate clearly, sensitively and effectively with people having a broad range of roles and capabilities.	Application Form, Interview
•	The ability to integrate into a team and be responsive to the demands of a high-quality Housing Service.	Application Form, Interview
•	The ability to work effectively in a very busy working environment, to prioritise workloads and to prioritise competing demands.	Application Form, Interview
•	The ability to approach cases impartially.	Application Form, Interview
•	The ability to operate ICT systems	Application Form, Interview

•	The ability to identify and contribute towards service improvements.	Application Form, Interview
•	Understanding and sensitivity to confidentiality and data protection.	Application Form, Interview
•	An awareness of equalities and diversity and a commitment to implement the Council's equalities and diversities policies	Application Form, Interview
•	Knowledge of the roles and responsibilities of partner statutory and voluntary agencies. Able to collaborate and work with internal and external teams and services to problem solve.	Application Form, Interview
Desirable		
•	Knowledge of a social landlord's role in tenancy support, allocations, homelessness, tenant involvement and environmental protection policies and procedures.	Application Form, Interview
•	The ability to carry out informal mediation to resolve disputes	Application Form, Interview
•	Dealing with people across a broad range of housing and/or other work-related situations	Application Form, Interview
EXPERIENCE		
Essential		
•	A minimum of one year working in a similar or related field/environment with significant and relevant experience interviewing members of the public.	Application Form, Interview
Desirable		
•	Enforcement of tenancy agreements, including for anti-social; behaviour.	Application Form, Interview
•	Housing sector experience	Application Form, Interview
QUALIFICATIONS		
Essential		

•	A current full driving licence	Application Form / Certificate
Desirable		
•	BTEC/Level 3 in Housing Studies or equivalent housing qualification recognised by the Chartered Institute of Housing	Application Form / Certificate
•	Minimum of 4 GCSEs Grade A to C or 9-4 or equivalent, including English and Maths, or NVQ 3 or equivalent.	Application Form / Certificate
•	Training in investigation of breaches of the tenancy agreement and case management.	Application Form
OTHER REQUIREMENTS		
Essential		
•	To display the council's values and behaviours when carrying out the job role	Application Form, Interview
•	To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
•	Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview
COMPETENCY REQUIREMENT:		
Seeing the Big Picture	Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value. For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.	Interview
Level: 1		
Changing and Improving	People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more	Interview
Level: 1		

	focused ways. For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.	
Making Effective Decisions	Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care. For leaders it's about reaching evidence based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.	Interview
Level: 1		
Leading & Communicating	At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm. It's about championing difference and external experience and supporting principles of fairness of opportunity for all. For leaders, it is about being visible, establishing a strong direction and persuasive future vision; managing and engaging with people in a straightforward, truthful, and candid way.	Interview
Level: 1		
Collaborating and Partnering	People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions. For senior leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable	Interview
Level: 1		
Developing self and others	Effectiveness in this area is having a strong focus on continuous learning for oneself, others and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving. For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as	Interview
Level: 1		

	giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change	
Delivering Value for Money	Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money. For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available	Interview
Level: 1		
Managing a Quality Service	Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery. For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost effective delivery models for public services	Interview
Level: 1		
Delivering at Pace	Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way. For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly	Interview
Level: 1		