Job Description – Senior Housing Services Officer

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**Grade:** **EVH Grade 8**

**Responsible to:** Director of Housing & Community Initiatives

**Responsible for:** Ensuring a high quality, efficient and responsive housing management service that delivers and focuses on positive outcomes is provided to all residents of Milnbank Housing Association

**Date:** June 2024

1. **OVERVIEW**

The purpose of all staff employed by Milnbank Housing Association is to promote and serve the strategic objectives of the Organisation. The Association operates in an ever-changing environment and flexibility in relation to the job by staff is essential. The post holder must work in co-operation with colleagues to produce the best possible service to tenants and other customers.

b) **PERFORMANCE**

The Senior Housing Services Officer (SHSO) must comply with the policies, procedures, and performance standards agreed by the Association’s Management Committee and undertake any duty appropriate to the post.

c) **KEY OPERATIONAL ROLE**

* Deputise for the Director of Housing & Communities and supervise the staff in their absence.
* Assist and support the Director of Housing & Communities in the delivery of an excellent housing management, community engagement and wider role service that is customer focussed, legislative and regulatory compliant and sustains high levels of quality and satisfaction in a right first-time culture.
* To be a working supervisor in delivering a customer focussed housing management service for MHA’s residents which includes tenancy compliance, voids & allocations, estate management, Anti-Social Behaviour, and arrears & debt recovery.
* Ensure that comprehensive, accurate and up to date tenancy and property records, reporting and administrative systems are maintained in accordance with the Data Protection Act and GDPR.
* Provide accurate, reliable and timely reports and information for Services Committee Papers to the Director of Housing & Communities in accordance with the Committee Meetings schedule.
* Assist the Director of Housing & Communities in the completion of the ARC and any other statistical returns.
* Work and liaise effectively with housing services colleagues to maximise performance and enhance service delivery, focussing on problem resolution and high levels of satisfaction.
* Ensure work undertaken complies with all legislative/statutory, regulatory and contractual responsibilities, highlighting any non-compliance concerns to the Director of Housing & Communities immediately.
* Monitor team performance against KPI’s, collate performance analysis results, and liaise with the Director of Housing & Communities to address any areas of poor performance.
* Ensure that all Housing Services related invoices are processed in accordance with policy, procedures and financial regulations.
* Assist the Director of Housing & Communities with the development and review of the Housing Services Work Plan, and policies/procedures relative to the Housing Services function.
* Promote and support Tenant Participation by ensuring residents are empowered to input to the Association’s service delivery. For example, attendance at Scrutiny Group Meetings and community events out with core working hours, as required.
* Undertake any other duties as may be deemed necessary by the Director of Housing & Communities, commensurate with the Senior Housing Officer grade.

Voids:

* Ensure The Housing Officer(S) And Maintenance Colleagues Co-Ordinate and deliver the void management process in accordance with legislative requirements, the Association’s policies and procedures.
* Work with the Housing Officer(s) and Maintenance Team to ensure any void properties meet the void standards for re-let and all works are completed within agreed timescales and quality standards.
* Work with the Housing Officer(s) and Maintenance Team to ensure that new tenants are satisfied with the standard of the property at the point of allocation.

Allocations:

* Ensure that the Housing Officer(s) undertakes duties as required in respect of the allocation of void properties in accordance with legislative requirements, the Association’s policy and procedures for letting properties, including transfer applications and referrals from external agencies.
* Ensure the effective delivery and efficient administration and implementation of the Section 5 protocol with Glasgow City Council.
* Ensure all pre-termination visits are conducted with residents who have provided notice to terminate their tenancy.
* Ensure, where possible, all void properties are allocated in advance of being handed back from Maintenance.

Rent Accounts & Arrears Recovery:

* Monitor tenants’ current rent accounts and ensure the Income Recovery Assistant and Housing Officers action rent arrears and debt recovery in accordance with the Association’s policies, procedures and all legislative requirements.
* Ensure that accurate and comprehensive records are kept to audit compliance.
* Ensure all arrears are vigorously pursued timeously and robust action is taken to prevent/recover arrears and approve court actions if necessary.
* Undertake frequent monitoring of tenants’ rent accounts and ensure the Income Recovery Assistant and Housing Officers are proactively and consistently pursuing non-payments.

Estate Management/Anti-Social Behaviour:

* Ensure that Housing Officers carry out all duties as required in respect of tenancy management, anti-social behaviour, estate management and abandoned properties in accordance with legislative requirements, good practice and the Association’s policies and procedures.
* Deal with complaints and service delivery failures in accordance with the complaints handling procedures.
* Ensure that Housing Officers manage assignation and succession to tenancy, permission to reside, lodgers, sub-lets and mutual exchange requests (if required) in accordance with legislation and also the Association’s policies and procedures.

Wider Action:In the absence of the Director of Housing & Communities:

* Support the Community Engagement team to deliver the Tenancy Support service and wider role activities.
* Work closely with the Income Maximisation Team to ensure they meet the requirements and targets of the rent policies and procedures; remain abreast with the current welfare, and benefits legislation and maximise tenants’ income/reduce expenditure by identifying reductions in outgoings that enables priority debts such as rent arrears to be paid.
* Support the team at the Sports Hub with any queries or concerns, seeking appropriate advice from the Director of Housing & Communities where required.

Other:

* Ensure that duties are undertaken in a friendly, courteous, and diligent manner, which positively enhances the public image of the Association in accordance with the Customer Care Strategy.
* The post holder will be held accountable for work completed and has a responsibility to ensure the Health and Safety and Equal Opportunities procedures are adhered to.
* An essential feature of the job will be ongoing training especially in relation to the post holder’s role. The post holder is expected to comply with training needs identified through such processes as the Staff Appraisal System.

d) Person Specification

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| EXPERIENCE/QUALIFICATIONS | Essential | Desirable |
| Experience within a Registered Social Landlord or similar housing organisation | X |  |
| Educated to Degree level  Post-Graduate Diploma in Housing Studies |  | X |
| Practical experience of interpreting & working with Housing policies & procedures | X |  |
| Experience managing & motivating staff | X |  |
| Experience in analysing information, completing Audits & managing performance | X |  |
| Experience in completing the SHR’s Annual Return on the Charter relative to Housing Services indicators | X |  |
| Developing & maintaining positive working relationships, both internally & externally | X |  |
| Experience working effectively for & with a voluntary Management Committee |  | X |
| Experience in developing policy, procedures & key strategic documents | X |  |
| Experience in providing excellent housing services to residents & improving service delivery | X |  |
| Experience in promoting and supporting Tenant Participation | X |  |
| KNOWLEDGE | Essential | Desirable |
| An all-round knowledge of Housing Services including rent setting, rent arrears recovery, allocations, voids, estate management, anti-social behaviour & complaints handling | X |  |
| An understanding of how the welfare system works to ensure income generation and provide advice/guidance to MHA’s residents | X |  |
| Knowledge of the Regulatory Framework in which MHA operates | X |  |
| Knowledge of strategic issues facing Housing Associations in Scotland | X |  |
| Competent IT Skills (working knowledge of office 365 and Microsoft packages such as word and excel) | X |  |
| Working knowledge of ‘Home Master’ Computer System |  | X |
| SKILLS & ATTRIBUTES | Essential | Desirable |
| Excellent communication, listening and interpersonal skills | X |  |
| Excellent organisational & time management skills with the ability to prioritise work | X |  |
| Have an innovative and problem-solving approach to work | X |  |
| Belief in the ethos of Community Controlled Housing Associations | X |  |
| Commitment to organisational development & improvement | X |  |
| An effective team player with the ability to cope with changing circumstances & demands | X |  |
| OTHER |  |  |
| Take responsibility for self-development and continuous improvement | X |  |
| Flexible and resilient approach to work. The ability to work out with normal working hours (evenings & weekends) when required. | X |  |
| Drivers Licence & access to own car |  | X |