

## **Causeway Irish Housing Association**

### **Job Description – Housing Officer**

**Responsible to: Housing Operations Manager**

#### **Summary of Duties:**

**The principal responsibilities of the Housing Officer will be the management of the properties on lease to Causeway Irish Housing Association and the provision of a responsive housing management service to the Association's tenants. The postholder will also undertake administrative and financial duties related to the management of the properties. It is expected that the Housing Officer will contribute to policy and other developmental work.**

#### **Part A – Specific Duties:**

##### **Management**

1. Assess and interview applicants for housing and compile the waiting list.
2. Issue tenancy agreements and ensure that the terms of the agreement are understood and complied with.
3. Be responsible for the letting of new properties and voids, to include the connection of services, essential repairs and provision of local information to tenants.
4. Provide advice and assistance to tenants in dealing with other agencies, eg. Housing Benefit, including referral to other appropriate agencies.
5. Keep up to date on relevant housing, welfare and related legislation.
6. Ensure that rent is received, recorded and banked. Account for all income and expenditure relating to housing management.
7. Monitor voids and arrears and where necessary implement the Association's rent arrears policy. Represent the Association in court with regard to rent arrears and other breaches of tenancy.
8. Carry out regular visits to the properties in management.
9. Provide advice and information to tenants on rehousing options and other resettlement matters. Allocate nominations and make referrals in liaison with the team.
10. Ensure that properties are maintained to a high standard. Organize and prioritise repairs in accordance with the Association's maintenance policy.
11. Ensure the provision of adequate notice and advice to tenants when Causeway is required to hand back property to the owner. Take legal proceedings where necessary to ensure vacant possession.
12. Ensure properties are handed back in an acceptable condition.

13. Intervene and mediate where necessary in disputes between tenants and implement the Association's anti-harassment policy.
14. Deal with general correspondence and enquiries relating to housing management.
15. Undertake regular reviews of the service and develop and implement new ideas where necessary.

### **Part B – Shared Responsibilities**

#### **In conjunction with the Housing Operations Manager and other staff:**

1. Attend and participate in team meetings to allocate tasks, set priorities and exchange information.
2. Contribute to the development of Causeway.
3. Seek new opportunities for housing, including move-on.
4. Arrange and service Management Committee meetings.
5. Maintain office systems and a central filing system. Respond to general correspondence and enquiries.
6. Ensure that financial regulations are adhered to and that Causeway's finances are maintained in good order.
7. Produce reports to the Director and/or Management Committee as and when required.
8. Collate and produce statistical information, including equal opportunities monitoring.
9. Maintain the Association's local and general profile including liaison with other agencies and representation on appropriate fora.

### **Part C – General**

1. Comply with the Association's management policies at all times.
2. Report and liaise with the Director as appropriate.
3. Attend regular supervision sessions and appraisals of work.
4. Contribute to the development and implementation of equal opportunities strategies.
5. Be responsible for the implementation of Health & Safety procedures at all times.

### **Person Specification**

1. At least one year's experience of housing management, housing support, or a similar role.

2. A good understanding of and commitment to the principles of social housing.
3. A basic understanding of housing maintenance.
4. Knowledge and understanding of the diversity of people in a large city and the ability to manage their needs and expectations.
5. An understanding of and commitment to the practice of equal opportunities.
6. Good interpersonal skills including the ability to communicate confidently with the public, with colleagues and with other professionals, and the ability to engage positively with tenants while maintaining professional boundaries.
7. The ability to produce reports and other written material.
8. The ability to maintain basic office systems and to keep accurate financial records.
9. A commitment to team work.
10. The ability to work on your own initiative and to manage your own workload.
11. The ability to implement health & safety procedures.
12. A high standard of numeracy and literacy.
13. The ability to understand rent systems and to implement rent collection and arrears policies.
14. A good standard of computer literacy.
15. Willingness to work alone at various sites in London.

**This job description is not exhaustive and the Housing Officer may be required from time to time to carry out other duties appropriate to the post as requested by the Director or Management Committee.**