BRIGHTON & HOVE CITY COUNCIL JIN 3708

**JOB DESCRIPTION QUESTIONNAIRE**

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| **Job Title:**  | Housing Officer  |
| **Reports to:**  | Housing Manager |
| **Department:** | Housing |
| **Section:**  | Tenancy Services |

**Purpose of the Job**

To work on a mainly casework basis, managing council-owned dwellings and providing the landlord service to council tenants and leaseholders. This will involve a wide range of duties and casework required during the life-cycle of any tenancy: dealing with the end of tenancies; dealing with tenancy breaches including anti-social behaviour; dealing with cases of domestic violence and abuse, tenancy fraud, working with residents to improve the safety and appearance of the estate; working with vulnerable residents to improve health and wellbeing and reduce social and financial exclusion; dealing with safeguarding issues and providing advice and assistance about alternative housing options. You will need to be able to work on your own initiative but also as part of a team to deliver a high performing, effective, customer orientated, value for money service.

 **1. Principal Accountabilities**

1. To provide an excellent standard of customer service to tenants and leaseholders ensuring that you are responsive and courteous to service users and other stakeholders such as Councillors and colleagues from internal and external organisations. To ensure that complaints, enquiries, FOI, SAR, police requests, and councillor enquiries etc are responded to appropriately and clearly within agreed timescales.
2. To be responsible for undertaking a complex caseload and other area related work in relation to the housing team. To prioritise your own caseload, ensuring that the pressures of time demanding cases and cases that could cause distress are evenly spread, and that you access appropriate case supervision and support to manage these in a timely and effective manner.
3. To ensure that your work practice and case recording is of a high standard with comprehensive recording and clear evidence of decision making processes and ensuring that it is consistent with relevant legislation, case law, statutory guidance, policy, procedures and good practice.
4. To carry out the work relating to the life cycle of a tenancy including asb, breaches of tenancy, tenancy management, tenancy sustainment, tenancy visits and welfare checks, and any other housing management issue arising out of the city wide housing clusters including casework, geographic issues, estate inspections, health and safety/fire regulations, environmental, access and boundary issues, and proactive work to tackle nuisance.
5. To work preventatively and provide a high level of support and advice to victims and witnesses of antisocial behaviour, and to vulnerable tenants at risk, and that risk assessment, safeguarding, implementation of risk mitigation measures and reviews are carried out as per policy and procedures.
6. To be the lead officer, as required, when there is a complex ongoing issue with a council housing property or housing management issue; to convene multi-agency meetings, attend casework forums, case conferences and safeguarding meetings and establish any actions required, to communicate with other sections of housing and the council, external agencies, and local community forums as appropriate.
7. Making use of the range of tools, powers and support available to provide a balance of support and enforcement appropriate to each individual case in order to effect change, reduce anti-social behaviour and breach of tenancy, and to sustain tenancies. Be involved in the delivery of mediation, reparation and restorative justice interventions.
8. In cases where early intervention has been ineffective, prepare and serve Notices, and work with legal services, Sussex Police and other agencies, in preparing cases for court including collating information, drafting statements of truth, preparing witness statements, and service of documents.
9. With line manager approval, provide instruction on behalf of the authority to legal services and the courts, attending court and evictions as necessary. Working within agreed parameters for each case, acting as the Council’s representative at court in decision-making, negotiating, and instructing solicitors/ barristers. Following up on matters after Court hearings, including liaising with relevant agencies and bailiffs, and providing feedback to communities, witnesses and victims.
10. Maintain an overall knowledge and understanding of current legislation and good practice. Remain up to date and fully aware of relevant changes in legislation, case law, criminal justice, statutory guidance and policy; providing advice eg anti-social behaviour, criminal justice, housing law, tenancy law, allocations and transfers, health and safety, safeguarding issues, supporting individuals with complex needs etc to a range of other internal and external agencies.
11. To ensure that tenancy processes and procedures are carried out in accordance within legal requirements, statutory timescales, corporate policy and service specific operational targets and requirements, ensuring the best use of our stock and maximising our income. Prioritising work to mitigate negative impacts on our occupancy, income streams and reputation, and reducing the risk of fraud. Ensuring that your administration, record keeping, systems and databases are accurate and up to date, and that information is accessible across the service.
12. To fully participate in regular multi-agency cluster coordination meetings, ensuring completion of tasks and progression of cases / issues in a timely and appropriate manner. Taking responsibility for assessing need and making decisions about appropriate courses of action in liaison with partner agencies. Identifying the role of and working alongside other agencies through detailed case management and discussion with stakeholders and your line manager.
13. To work closely and effectively with internal partners and external service providers/agencies to ensure that a multi-agency collaborative approach is used to identify and deliver innovative, customer focused solutions for individuals, households and communities.
14. To be accountable for the performance and delivery of a complex workload for which you are responsible, and report on performance and outcomes as required.

15. To participate in project work and measures to improve service delivery. Participate in and implement new strategies and procedures to improve service delivery and guidance for staff.

**2. General Accountabilities**

**Health & Safety**

To ensure all operations in their areas of responsibility are conducted according to the provisions of the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 and all relevant legislation and council policy.

In particular: as set out in Section 4 of the Council’s Health and Safety Policy, and within their area of responsibility:

* To maintain awareness of current Health & Safety legislation and ensure that all employees understand and comply with Health and Safety Policy; that they are informed, trained and supervised to safeguard their own and others’ welfare and safety
* To carry out risk assessments and ensure implementation of and adherence to safe systems of working practice
* To report and investigate accidents or incidents promptly, implementing recommended action for improvements to safe working practice
* To ensure that safe premises, equipment and working environments are maintained

**Equalities**

To develop practices within Housing that uphold and develop the principles of the City Council’s Inclusive Policy in relation to staff and to service provision.

To work within and actively promote the City Council’s Inclusive Policy in relation to service delivery and staff management.

**Community Engagement**

To build excellent relationships with residents associations and other bodies representing housing in order to develop local knowledge to improve housing services.

To encourage residents to be part of local community groups such as resident associations or local action teams, and to access community groups and services in order to improve the neighbourhood and the quality of life of residents.

**Sustainability**

To seek value for money in all aspects of the role and seek out and share any ideas for improving the economic, environmental and community sustainability of our operations

To carry out and to encourage residents to take part in any housing, community or corporate sustainability initiatives

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

The list of duties in the job description should not be regarded as exclusive or exhaustive. It is very unlikely that this JD covers every issue that may arise within the post; therefore the post holder will be expected to carry out other duties fitting into the overall purpose and grade of the job.

There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

**BRIGHTON & HOVE CITY COUNCIL**

**PERSON SPECIFICATION**

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| **Job Title:**  | Housing Officer |
| **Reports to:**  | Housing Manager |
| **Department:** | Housing |
| **Section:**  | Tenancy Services |

**Essential Criteria**

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| **Job Related Education, Qualifications and Knowledge** | Qualified to NVQ Level 3 or equivalent. Either a professional qualification e.g. CIH or similar, a relevant degree level qualification or proven experience of working in housing or similar field at this level.A clear and extensive understanding of housing law, tenancy law and antisocial behaviour legislation and other legislation including RIPA, Information governance and Data Protection legislation, Health and Safety, Equalities Act, Care Act and the Safeguarding Adults at Risk and Sussex Child Protection and Safeguarding Policy and Procedures.An excellent knowledge and understanding of the issues and barriers for vulnerable people with a wide range of complex needs and /or disabilities. A demonstrable knowledge of multiple deprivation, current government programmes of welfare and housing reform, and the national and local actions to reduce inequality.Have extensive knowledge of the full range of housing management services and the legal context, internal and external environments in which they are delivered.Basic technical knowledge of estate services and building maintenance, to identify and report issues accurately and timely.Practical knowledge of Health and Safety policy and practice as it applies in their area of work, including risk assessment. |
| **Experience** | * Proven experience of delivering a wide range of housing and tenancy management services
* Proven experience and knowledge of the legal process and context
* Proven experience of working in a high demand customer focused environment
* Proven experience in developing/maintaining cross team/sector networks and relationships to ensure collaborative working in a multi-agency setting
* Proven experience of managing a diverse and complex workload including enforcement action and preparing evidence and statements for court
* Proven experience of working sensitively and proactively with young people and adults who are vulnerable and socially excluded
* Proven experience of community/resident engagement
* Practical knowledge and experience of using ICT, social media and software applications including Microsoft Office
* Proven experience of reviewing, developing and implementing new practices and procedures
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| **Skills and Abilities** |  Excellent communication, interpersonal and customer care skills, having a positive approach to resolving problems, complaints and conflict in a sensitive and confidential manner.Ability to write reports, responses and letters, and to keep clear, factual and contemporaneous records. To collate and present evidence and statements in a clear and logical manner.Ability to work both as an individual and as part of a team effectively, ensuring targets and deadlines are met and to provide services to a specified standard. Participate in support and development opportunities required to deliver long term success and continuous improvement.Ability to negotiate change and influence people at different levels in the organisation and externally.Demonstrate the ability for innovative thinking and be able to generate new ideas, alternative options and realistic and practicable solutions.Ability to work with internal and external service providers on projects and to achieve joint objectives.Ability to work independently to achieve results, and to build positive and supportive relationships with colleagues and other service providers to work collaboratively to enable a cohesive approach to dealing with housing management issues. |
| **Equalities** | To demonstrate a commitment to the principles of equality and to be able to carry out duties of the post in accordance with the Council’s Inclusion Policy  |
| **Other Requirements** | To be willing and able to work from any office location and community settings; and to carry out estate inspections and visits in resident’s homes, often as a lone worker.To participate in duty rotas to cover tenancy services and senior officer cover duties.To be willing and able to attend out of hours meetings or community events in the evening or at weekends |