

Job title	Estates Housing Officer
Reports to	Housing Services Manager
Responsible for	N/A
Location	Head Office, 90 Beech Avenue, NG7 7LW
Hours	37 hours per week
Salary	£33,135.47 per annum

Purpose

The Estates Housing Officer will provide a comprehensive frontline housing service to Tuntum tenants, leaseholders and other stakeholders involving the investigation and resolution of tenancy related requests, enquiries, complaints and disputes including Anti-Social Behaviour (ASB) and breaches of tenancy conditions. The post holder will take responsibility for a geographical area as part of the Housing Services Team, standing in for colleagues and liaising closely with other teams as necessary.

Duties and responsibilities

Tenancy & Estate Management

Undertake pre-tenancy interviews and investigations as required; explaining terms and conditions of tenancy agreements, signing up new residents, informing residents of their rights, responsibilities and services available.

Inspect and take handover of newly developed properties and relets units; carrying out initial assessment of management transfer, assignments, succession and mutual exchange requests.

Undertake Fixed and Assured Shorthold Resident (Starter Tenancy) home visits; recommending actions as required.

Monitor and investigate non-compliance with tenancy agreements in accordance with the policy and procedure; taking follow-up action on breaches and non-compliance of tenancy agreements which may include collating and completing documentation on termination of tenancies.

Monitor maintenance of communal areas covered by service charge budgets in accordance with service standards; developing and maintaining effective liaison with departments, contractors and customers in relation to maintenance of these communal areas.

Work in conjunction with the Customer Involvement Officer to promote resident consultation, feedback and involvement in decision-making.

Represent Tuntum at public meetings where appropriate; assisting with the development of community cohesion initiatives.

Conduct neighbourhood appraisals visits, in liaison with relevant departments; recommending and taking corrective actions.

Respond to resident enquires in accordance with agreed standards; reporting and resolving initial resident complaints in accordance with Tuntum's Complaints Policy and Procedure.

Work closely with residents, Income Management Team, Housing Benefit Departments, DWP and other stakeholders in respect to Anti-Poverty initiatives.

Advise residents on income maximisation and on access to legal and support services; contacting those in arrears, providing details of account balances and attending court and evictions.

Conduct Estate inspections and take remedial action; liaising with the relevant departments in response to reports of defects.

Conduct a range of risk assessments e.g. visual risk assessments of communal areas in relation to vulnerable residents and residents in high risk groups; updating records and risk assessment data base.

Contribute to the development of estate policy and procedures; ensuring accurate and timely input of relevant data and information into IT systems.

Support and contribute to the induction of new colleagues; liaising with and coaching site - based colleagues on a regular basis.

ASB & Tenancy Enforcement

Monitor, report and investigate cases of ASB activity, including racial harassment and take follow-up action on breaches of tenancy agreements.

Interview and take statements from victims, perpetrators and witnesses of ASB; ensuring adequate support for witnesses and victims of ASB and providing mediation where appropriate.

Prepare possession and injunction cases for court and representing Tuntum in court where applicable.

Prepare and serve injunctions and Acceptable Behaviour Contracts.

Assist Housing Services Officers in ASB management duties and in colleague training in all aspects of Tuntum's ASB policies and procedures.

Assist in monitoring and reviewing policies and procedures on ASB to meet best practice guidelines.

Develop and maintain effective partnerships with external stakeholders including the Police, Crime Reduction Panels, legal staff and other agencies. Ensure a coordinated approach and attend multi-agency meetings when required

Assist in the preparation of the budget for ASB

Safeguarding

To play a key role in safeguarding vulnerable adults and children through making referrals to social services and the NHS or any other appropriate agency, where there are concerns relating to the wellbeing of a resident or a member of their household.

Provide tenancy related advice to vulnerable people, victims of domestic abuse or those with complex needs, challenging or difficult behavior, ensuring that the Association's safeguarding policy and procedure is followed. Making referrals to the appropriate agencies when issues are identified.

To attend multi agency conferences representing housing services team as required.

Person Specification

Requirements	Essential
Education	Excellent standard of literacy and numeracy
Knowledge	<p>Current knowledge and experience of social housing, welfare and legal issues</p> <p>Knowledge and or experience of Community/Neighbourhood Development</p> <p>Demonstrable knowledge of ASB legislation and court practice</p> <p>Demonstrable and recent experience of achieving targets in a performance oriented team environment</p> <p>Demonstrable experience of managing a diverse work load</p>

	<p>Experience of using Windows environment and MS Office accurately and efficiently</p> <p>Demonstrable ability and willingness to contribute to the development of customer focused service improvements</p> <p>An awareness of income and recovery and allocation processes</p>
Experience required	<p>Extensive experience relating to the management of Anti-Social Behaviour cases and/or experience of working in a similar role; including successful representation in court and of working in a customer focused environment</p> <p>Working and forming constructive relationships with partner organisations, community and voluntary groups</p> <p>Experience of working directly (face to face) with the public in high stress and complex situations</p> <p>Experience of dealing with customer enquiries/complaints</p> <p>Experience of effective and supportive interviewing techniques.</p> <p>Experience of writing reports and accurately recording information</p> <p>Dealing with tenant issues that are sensitive, complex or problematic</p> <p>Working with vulnerable adults.</p> <p>Working in a social housing setting completing tasks including service notices, gathering evidence and enforcing tenancy conditions</p>
Skills and aptitudes required	<p>Ability to listen to customers, understand their needs and tailor their response in a way that demonstrates a high level of customer care, even in complex or difficult situations.</p> <p>Ability to gather evidence and prepare casework with attention to detail</p> <p>Confident in ability to communicate and work with a diverse range of stakeholders and customers through a variety of methods</p> <p>Proactive, practical and common sense approach to workload and problem solving</p> <p>Able to build relationships whilst maintaining professional boundaries.</p>

	<p>Ability to establish effective working relationships with internal and external bodies.</p> <p>Ability to deal with complex situations sensitively</p> <p>Customer centred approach, flexible, confident and assertive manner</p> <p>Ability to analyse and diagnose problems and implement effective solutions</p> <p>Ability to work on own initiative and as part of a team</p>
Personal qualities required	<p>A strong customer service ethic and 'right first time' approach</p> <p>A passion for improving service and delivering the company's vision</p> <p>A proactive attitude to personal development</p> <p>Able to adapt to a wide range of housing management responsibilities, from tenancy and rent arrears management to anti-social behaviour and estate inspections.</p> <p>Thrives in a challenging environment, demonstrating initiative and resilience.</p>
Circumstances	<p>Full driving license and own vehicle for business use</p> <p>Willingness and ability to undertake significant travel across a wide geographic area.</p> <p>All post holders are expected to understand and comply with Tuntum policies and procedures on Finance, Technology Services, Data Protection, Health & Safety, Equality and Diversity and any departmental policies in relation to the duties of the post.</p> <p>This is not a complete list of duties and responsibilities for the role, it does not form part of contractual terms and conditions. You may be required to carry out other duties commensurate with the grade of the role.</p>

Approved by:	Nkosana Mthimkhulu
Date approved:	09/04/2024