**Job Description: Housing Officer**

**Responsible To: Housing Services Team Leader**

**Responsible For: N/A**

**Location: Dublin**

**Contract: Full Time Permanent**

**Job Summary:**

As Housing Officer your main responsibility is to provide a visible and highly effective presence in your identified locality of work. You will provide a quality and effective housing management service that includes lettings with a strong customer focus ensuring delivery against KPI targets for and customer satisfaction and the meeting of regulatory standards and other key housing management related performance targets.

In addition to this you will ensure correct operation application of housing management and lettings related policies and procedures.

The postholder will work alongside the Housing Services Team Leader to promote a sense of pride and belonging amongst customers in our communities and in our schemes in conjunction with the other teams.

As Housing Officer, you will ensure that housing management, lettings and related activities are carried out to the highest standards of integrity and professionalism. This includes working to develop strong and effective cross functional working initiatives and supporting the implementing specific operational service improvements and supporting our Customer Scrutiny Reviews, customer engagement activities and Locality Panels.

The following list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described below and annual KPIs dependent upon the requirements of the organisation.

**KEY RESPONSIBILITIES (Functional):**

1. To work with the Housing Services Manager to support development of operational delivery priorities and plans for Housing Services functions, ensuring excellent customer service.
2. Support the Lettings Team to ensure that empty properties are let in line with key performance indicators though our team of Housing Officers.
3. Ensure that effective housing management services are provided in line with Tuath Tenancy Agreements and statutory requirements.
4. To ensure that all properties that are ready to let are let to customers as quickly as possible minimising void rental loss to Tuath.
5. Take personal responsibility and ownership of the customer experience from Pre-Tenancy through to Letting within your locality.
6. Undertake viewings and sign ups as directed by the Lettings Coordinator and or Lettings Team Leader.
7. To work in partnership to ensure the delivery of co-ordinated services across all localities and across tenures working with the CREL team to ensure high levels of customer satisfaction.
8. Working together ensure that losses are minimised through ensuring that the reletting process is efficient, and void times are kept to a minimum.
9. Ensure that post lettings that hand over packs are completed and the property is setup appropriately on the system for rent and property related services.
10. Ensure that customers are properly advised on the use of landlord supplied appliances and health and safety in the home including ensure they’re provided with appropriate certification.
11. Work with colleagues and other agencies to ensure our vulnerable customers receive the support
they need to sustain their tenancies.
12. Liaising with external partners to ensure that customers are kept well informed with regards to
when properties will be ready for the tenancy to commence, reducing rent loss for the organisation.
13. Identify applicants with specific needs or that represent risk, liaising with the Housing Services and Tenancy Sustainment Team to provide a holistic onboarding journey.
14. Acting as the operational support to the Housing Services Manager for safeguarding matters, advice, and policy formation for Housing.
15. Take timely action over breaches of the tenancy agreement including condition of property, untidy
gardens, fly tipping, abandoned vehicles and tenancy fraud, and escalate serious breaches of
tenancy to the Team Leader and also RTB Team Leader where appropriate.
16. Ensure the Customer Voice is at the heart of housing management service delivery, using complaints and satisfaction survey results to drive continuous improvement and ensuring all customers are treated fairly, with respect and in recognition of their individual requirements and any protected characteristics, and that all customer complaints and enquiries are dealt with promptly and to a high standard
17. Liaise with Customers over environmental improvements.
18. Ensure our customers are aware of their rights and responsibilities.
19. Attend and support meetings and initiatives on local estates including community safety projects
and other improvement or regeneration works.
20. Promote a sense of pride and ownership amongst customers in our communities and in our schemes in conjunction with the other teams.
21. Implement housing policies and procedures, monitor application to ensure that operational activities are legally and policy compliant meeting the needs of our customers.
22. Work in partnership with internal teams to ensure that the housing services we provide are implemented on time and within budget, and that we continually strive to meet customer aspirations.
23. Ensure the Customer Voice is at the heart of housing management service delivery,

**KEY RESPONSIBIITIES (Organisational):**

1. Provide input into the Operational plans.
2. Adopt a collaborative and supportive approach, maintaining up to date professional knowledge and providing advice and assistance to colleagues as required.
3. Provide statistical data, information, and testimonials for annual report.
4. In all aspects of the company’s work, promote effective communications, excellence in customer service, and a focus on continuous improvement.
5. Be pro-active in the development and maintaining of strong networks and relationships with colleagues and in other organisations and agencies, to ensure excellence in service delivery.

**Health and Safety Responsibility**

1. To conduct all activities in a manner which is safe to yourself and others. To be aware and to act in accordance with the Association’s Health and Safety Policy.
2. Ensure all appropriate health and safety risk assessments are in place and making sure colleagues
are aware of and adhere to any specific instructions and use personal protective equipment where
required.
Ensure that team members are aware of any risks associated with their role, adhere to any specific
instructions, and use personal protective equipment where required.

**This job description is not definitive or restrictive and will be subject to periodic review.**

**Housing Officer**

**Person Specification**

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|  | **Attributes**  | **Criteria**  | **Rank**  |
| 1  | Education and Training Attainments  | CIH level 2 qualification and 2 years management experience or 2 years’ experience in housing management environment. | Essential  |
| 2  | Relevant Experience | Experience of working in teams at an operational level within a Housing Association, Approved Housing Body, or Local Government setting.Experience of working with the public in a customer-oriented environment.Experience of working in a housing services delivery related environment (public or private) | DesirableEssentialEssential |
| 3  | Knowledge and Skills  | Ability to translate complex data simply using clear and articulate communication skills, both written and verbal. Ability to work as part of a diverse team and experience of supervising and/or coaching othersComputer literate and experienced in the use of Microsoft products.Good organisational and time-management skills.Ability to collate and analyse statistics and provide relevant written reports. Good problem solving, communication and negotiation skills. | Desirable Desirable Essential   EssentialEssentialEssential |
| 4  | Special Aptitudes  | Ability to be initiative-taking and work on own initiative and be part of a team | Essential |
| 5  | Additional Factors  | Willingness to work outside normal office hours on occasions.  Full, clean driving licence and daily use of car. Where prevented from this due to a disability the candidate must be able to demonstrate how they will meet the mobility requirements of the post  | Essential  Essential    |

**Tuath reserves the right to enhance these criteria, in line with the employee specification, to facilitate short-listing.**