

## **JOB DESCRIPTION**

<b>Directorate:</b>	Chief Executive's Department
<b>Division:</b>	Housing
<b>Post No &amp; Job Title:</b>	H63 Housing Officer
<b>Grade:</b>	Grade 7
<b>Responsible to:</b>	Tenancy Services Manager H7
<b>Responsible for:</b>	None
<b>Main purpose of the job:</b>	To be responsible for the provision of a comprehensive Housing Management Service, within a defined patch area, with particular emphasis on the Neighbourhood Management functions

### **Main Duties and Responsibilities:**

1. Ensure by investigation, support, negotiation and enforcement that tenants comply with their conditions of tenancy.
2. Ensure that anti-social behaviour complaints are investigated thoroughly and actions are taken that are in accordance with policy and procedure.
3. Ensure that tenancies are administered in accordance with legislation and policy
4. To focus on trying to sustain tenancies and try to resolve neighbourhood management problems without the need for enforcement
5. To undertake visits to tenants to ensure sustainment, appropriate management and necessary enforcement of tenancies
6. To ensure that referrals are made to other agencies, including statutory agencies, to ensure that tenants receive the support that they need or that situations that are of immediate concern are escalated accordingly in accordance with the Council's duties as a Local Authority.
7. To take necessary steps to ensure that neighbourhoods are safe and secure places to residents to live
8. To work proactively in partnership with other stakeholders in the local community to improve neighbourhoods as places to live.
9. Prepare witness statements and collate information for possession hearings at Court and to attend Court as necessary.
10. Prepare and serve Notices of Seeking Possession and Notices to Quit in consultation with the Legal Services Team.
11. Represent the department in meetings, with other sections, Directorates and outside agencies.

12. Interview tenants at the Council's offices, at housing surgeries and in their home on all aspects of their tenancies.
13. To attend evictions where appropriate.
14. Follow and comply with the procedures in place for the department on all housing and related matters.
15. Provide appropriate advice in respect of all tenures, on such matters as the creation and determination of tenancies and rights of occupation.
16. Liaise and build good partnerships and working relationships with other Sections, Directorate's and outside agencies, where necessary.
17. Attend meetings of tenant and resident groups when required including meetings out of office hours.
18. Keep clear and concise file notes of all contact with customers and provide clear and concise written reports and chronologies for other officers when requested.
19. Maintain accurate records and statistics in relation to the work of the section.
20. Assist with the control/monitoring of the section's budgets.
21. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager, Head of Service or Chief Executive

### **DESIGNATED CAR USER**

A designated car user status has been attached to this post.

### **SPECIAL CONDITIONS**

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

### **RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

### **NOTE**

The above job description sets out the main responsibilities of Area Housing Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.

	Name	Signature	Date
Job description written by:	<i>Name of manager</i>		
Job description agreed by	<i>Name of postholder(s)</i>		

Date of issue: September 2020

Additional notes for JE/HR.
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