

Job Description

Job Title:	Community Housing Officer
Directorate	Communities and Housing
Department:	Housing
Location:	Blaenau Gwent
Reports to:	Senior Community Housing Officer
Date JD Agreed:	January 2024

Job Purpose

You will be responsible for the delivery of a proactive, customer focused, housing and tenancy management service within a geographic area, working in partnership with other parts of the organisation, as well as external partners.

Values

Our Values, which support our Vision, Mission, and Aims, are CALON. These values are vital to our work as an organisation and are encouraged as our culture and way of working.

C – Creativity: We want people to think differently, challenge processes where they can see improvement, and take risks.

A – Authentic: We want people to be themselves and be open, honest and trustworthy, and act with integrity.

L – Learning: We want people to understand the importance of learning as an ongoing approach to success in their roles.

O – Ownership: We want people to take ownership of work and actions by being accountable to themselves and others, which includes learning from mistakes and trying new things.

N – “Not on your own”: We are one team, working collaboratively and together, with care, empathy, and consideration. We cannot do our jobs without each other.

Main Duties and Responsibilities

- Deliver excellent customer service, being creative and innovative within your role.
- You will be responsible for an area which includes the tenancy and estate management, anti-social behaviour, safeguarding & tenancy sustainment, delivering a customer focused approach.

- In your role you will continue to develop strong and effective working relationships with other teams both within the organisation and external partners to ensure tenants & customers receive an outstanding and seamless service.
- Work with all partners, both internal and external to the organisation, to identify when tenants are struggling to sustain their tenancy and ensure the appropriate support is offered. A wellbeing plan for persons deemed at risk of being unable to sustain their tenancy will be undertaken and monitored.
- Deal with breaches of contract (tenancy conditions), making decisions on appropriate actions to be taken. Where matters are unable to be resolved through other means, you will help in the preparation of the legal paperwork and where necessary represent Tai Calon at a County Court.
- Undertake community inspections on a regular basis ensuring all areas such as gardens, open spaces and pathways are maintained in good order and are clean, and free of hazards taking the appropriate action to address issues identified.
- You will lead on identifying and project-managing neighbourhood improvements to agreed procedures, helping to maximise the level of tenant involvement.
- Tackle access issues for servicing, such as gas and electric, including where required legal action is required.
- Represent Tai Calon at multi agency meetings including Safeguarding conferences, ensuring that you are compliant with the protocols and timely submission of information.
- Ensure you meet key housing performance targets.
- Comply with organisation confidentiality and information security policies at all times.
- Compliance with any Service Level Agreements, contracts that we have in place in relation to our service area.
- Observe and continually promote the Tai Calon Community Housing's Equality, Diversity and Inclusion Policy.
- The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Community Housing Officer	Application Form	Interview	Practical
		1. QUALIFICATIONS			
	✓	Educated to or working towards Level 3 National Qualification Framework for England, Wales and Northern Ireland in a Housing related area	✓		
	✓	CIH Membership	✓		
	✓	Housing Qualification such as HNC	✓		
	✓	Evidence of continuing professional development	✓		
		2. KNOWLEDGE			
	✓	Strong knowledge of housing management	✓	✓	✓
	✓	Knowledge of housing benefit and supporting people benefit		✓	
	✓	Knowledge of the law relating to income recovery and housing management, and possession proceedings in the County Court	✓		
✓		Knowledge of the social housing sector in Wales		✓	
✓		Tact and diplomacy		✓	
		3. EXPERIENCE			
	✓	Experience in the social housing sector	✓	✓	
	✓	Experience of using Microsoft Office including Word, Excel & PowerPoint.	✓		✓
	✓	Experience of using Northgate or a similar management system	✓		
	✓	Experience of dealing with tenants and the public within the RSL sector	✓	✓	
	✓	Experience of legal work / court work	✓		
		4. SKILLS			

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✓		Be able to demonstrate excellent written and verbal communication skills	✓	✓	
✓		Excellent people skills, very personable and able to develop good working relationships. Commitment to customer focused service delivery		✓	
✓		Be able to network confidently and establish operational relationships with target groups, potential partners and external stakeholders		✓	
✓		Well organised with an attention to detail to ensure effective work planning, prioritisation, multi-tasking and the meeting of deadlines of own work	✓	✓	
	✓	Able to problem solve and makes sound judgements of decision when required		✓	
✓		Good interpersonal skills		✓	
	✓	Good numeracy skills			
✓		Ability to prioritise	✓	✓	
	✓	Welsh Language Skills	✓		
✓		Negotiation skills	✓	✓	
		5. ATTRIBUTES			
✓		Tenant and customer-focused.	✓	✓	
✓		Demonstrates integrity and support for organisational values.	✓	✓	
✓		Committed to ongoing personal development	✓		
✓		Must be driven and enthusiastic		✓	
✓		Open to change and demonstrate a positive, solution focused attitude.		✓	
	✓	Flexible, willingness to work outside of normal working hours	✓		
		6. Other			

Essential	Desirable	PERSON SPECIFICATION	How Assessed		
		JOB TITLE: Community Housing Officer	Application Form	Interview	Practical
✓		Will need to be able to travel as part of the job, in a timely manner	✓		
✓		Requires Disclosure and Barring Service (DBS) check	✓		