


Cathcart & District Housing Association (CDHA) Job Description	
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Job Details

Title	Housing Officer	Responsible to (Line Manager)	Housing Property Manager
Department	Housing Management	Responsible for	
Grade	EVH Grade 7 PA22-25	N/A	

1. Job Summary/Overview

As a member of the Housing Management Team, you will play a full role in the implementation and achievement of CDHA's strategic objectives and Vision of being a leader in providing excellent housing and community services and creating and sustaining vibrant communities.

To support the Housing Property Manager in the delivery of an excellent service that is customer focused, compliant and sustains high levels of quality in a right first-time culture.

2. Main Duties

- To deliver a customer focused housing management service including first class customer service aimed towards Tenancy Management, Estate Management, Rent Account Management, Arrears and Income Recovery, Void Management, Tenant Participation and providing support to Wider Role or Estate activities.
- Working collaboratively with others to identify best practice in delivery of the full range of Housing Services that can be implemented and sustained so that the service demonstrates continuous improvement and is recognised as being excellent.
- To maximise customer satisfaction in the delivery of an effective, efficient and responsive housing management service.

Key Tasks	Includes the requirement to:
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Service Provision	<ul style="list-style-type: none"> • The post holder will on a day-to-day basis carry out the wide variety of activities required to ensure efficient and effective service delivery. In carrying out this role the post holder will: - <ul style="list-style-type: none"> – Make a difference to customers by delivering on commitments. – Take ownership for delivering a first-class customer experience – Look for solutions when issues or complaints arise • Daily respond to tenant and customer enquiries regarding the full range of Housing Management Services and other services provided by the Association. • Allocate empty properties and sign-up new tenants ensuring completion of sign up documentation. Carry out settling in visits within 6 weeks to new tenants to ensure they receive appropriate direction, guidance and support to maintain and sustain a successful tenancy.
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	<ul style="list-style-type: none"> • Be responsible for the recovery and management of all current and former rent arrears. This will include taking legal action and attendance at court and attendance at evictions. • Manage tenancy related matters, neighbour disputes, and complaints to include preparing documentation and taking legal action when appropriate, in line with the Associations relevant policies and procedures. This may include providing evidence in a court of law. • Production of paperwork (including Pre NOP requirements, issuing NOP's and other legal paperwork) required for court action and reports for seeking approval to evict in line with the housing management policies • Liaise on a regular basis with the Council's Housing Benefit team to ensure that claims and payments are processed quickly and within agreed timescales. • Liaise on regular basis with DWP to manage UC claims, process verifications on UC portal, support tenants to manage their journal. • Assist tenants with UC claims, advise and signpost as required. • Manage rent accounts including current & former arrears and credits. • Actively work to mitigate the impact of changes brought about by Welfare Reform to help tenants maintain tenancies. • Establish effective relationships with tenants through sign up and other meetings using these as opportunities to refresh tenancy information. • Provide Housing Options advice and guidance on the transfer process and availability of our stock to tenants who wish to move from their current home if appropriate. • Where applicable ensure that Fair rents are registered within timescales. • Carry out pre-termination visits and ensure that the management of void properties is carried out to minimise void rent loss and other costs and to recover any voids recharges. • Work with Maintenance Department to ensure void management is effective, this will include completing pre termination work. • Implement an effective estate management programme for the neighbourhood including the completion of regular inspections liaising with colleagues, contractors, and other agencies to ensure the environment is maintained to a high standard. Take action against tenants who cause damage to the Association's property. • Assist with arranging access to properties for maintenance visits including gas servicing & EICR, actively pursuing contact with tenants and attendance at forced access when required • Manage all tenancy related issues ensuring correct procedures are followed in all aspects of this role, this will include but not restricted to assignments, succession, sub-let enquiries, and joint tenancy requests. • Provide support to identified projects and themed services to develop sustainable communities, by contributing to the wider
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	<p>economic, social, physical and environmental regeneration of the area.</p> <ul style="list-style-type: none"> • Following regulatory framework in the delivery of our services, paying particular attention to this in the management of arrears and allocation process • Support the Housing Property Manager in the delivery of the day-to-day business of the Association • Proficient in carrying out all legal requirements associated with tenancy management, including Pre NOP requirements, issuing NOP`s and legal paperwork. • Ensure house visits are carried out to all tenants at least once a year
Performance Management	<ul style="list-style-type: none"> • All duties should be carried out to ensure compliance with CDHA policies, procedures and KPIs. • The postholder will - Understand relevant performance standards for this role. Deliver on agreed objectives and targets. • Advise your line manager at earliest opportunity when objectives and targets will not be met. • Produce monthly performance reports within timescales demonstrating performance against targets.
Planning and Organising	<ul style="list-style-type: none"> • Utilise all existing and new data from Home Master and ensure new data is updated at the time it is received. • Engage with local tenants to ensure involvement, participation and empowerment of people and communities, seeking views of tenants to ensure their needs and views are informing current and future service design and delivery. • Liaise with senior managers and co-ordinate and present quarterly performance reports for the Board and other key stakeholders. • Contribute to an organisational culture that embraces the guiding and activity standards that will be measured by the Scottish Housing Regulator and other relevant agencies. • Ensure good time management by utilising the task facility within Microsoft 365 or “to-do” list.
Value for Money	<ul style="list-style-type: none"> • Work in an efficient manner that delivers value for money for our tenants and stakeholders. • Identify efficiencies and communicate them to your Housing Property Manager • Work with colleagues throughout CDHA to deliver a high-quality service to tenants and stakeholders. • Liaise with internal departments, staff, and external agencies to assist in the provision of a comprehensive customer service. This will include attending case conferences, meetings with external partners and joint visits. This may involve attending meetings or events out-with normal working hours. • Ensure adequate training is provided to meet changes.

Cathcart & District Housing Association continues to develop as an organisation to deliver its long terms aims. The developing direction and priorities of the Association will require flexibility and post holders will be required to respond to these within the scope of their job.

Additional Requirements of the post	
<ul style="list-style-type: none"> • Understand your responsibilities as an employee under Health & Safety legislation. • Adhere to responsibilities as an employee under the Association Health & Safety policies and procedures. • Ensure all activities are discharged in a safe manner, minimising risk always. • Be responsible for identifying your own training requirements in relation to the role and proactively seek ways to improve your own knowledge and skills. • Attend training and development courses as and when required. • Observe and promote Equality & Diversity and Customer Care policies at all times. • Understand the diversity of our customers and potential customers and ensure that a flexible menu of engagement opportunities is accessible to all • Consider the sustainability of activities and resources to assist with Association's objective to reduce the negative impact of services on the environment. • Be willing to work flexibly and attend meetings out with normal hours when required. • Carry out any other duties which may be reasonably requested by the Line Manager and undertake any other duties subsequently allocated by the Association's management. • Assist in the compilation of the quarterly newsletter by ensuring this is used as a way to get messages to our tenants. • The Job Description is indicative of the nature and level of responsibility associated with the post. It is not exhaustive, and the post holder may be required from time to time to undertake such other reasonable duties as may be required by the Director or Committee of Management. 	

Review			
The Job Outputs are generic and the job description will be reviewed as and when required in accordance with the Association's review mechanisms and post requirements.			
Job Description Agreement			
Job Holder:		Date:	
Line Manager:		Date:	