

Job Title: Group Housing Officer

Service: Housing and Maintenance

Reports to: Head of Housing Management

Direct Reports: None

About The Role

The role of the Group Housing Officer is key to delivering professional and effective housing management activities and strategies which support in developing a safe and inclusive environment which is psychologically informed. We aim to ensure we develop the best resources entrusted to us for our residents and participants.

The Group Housing Officer will provide leadership and support across patches in regard to all aspects of housing management, provide support and advice to staff and be responsible for building effective relationships internally and externally with stakeholders, providing effective communication and a high level of customer service. They will support the team with logistical planning, communication, data and systems management, compliance monitoring, reporting, and general administration to ensure we are providing a well-developed and useful service.

About the Post Holder

The person in this post will have previous experience and confidence in all aspects of housing management, preferably within the supported housing sector, able to use their expertise to support enquiries. They will be aware of the commercial impact of their activities, proactive, and able to use their initiative to manage priorities and problem solve.

They will be a self-starter, able to form effective and purposeful relationships within the organisation and with other partners and agencies, as well as communicate effectively with colleagues at all levels, in a friendly and approachable manner. The post holder will be a team player, someone who can think outside the box and bring ideas to the team, to ensure consistent improvement, and effective delivery of the service. They will have high attention to detail, and comfortable with carrying out administrative duties, and using various software.

Key Responsibilities

HOUSING SUPPORT

- Management of arrears, ensuring letters and actions are produced and served in line with SIG policy.
- Provide support, advice, and guidance on all aspects of housing management including but not limited to tenancies, licenses, welfare benefits, housing benefit appeals, overpayments, and other activities.
- Provide advice and leadership on breaches of tenancy/license agreements, nuisance, harassment and misuse of property. Take appropriate legal action, including attendance at evictions for tenants in breach of tenancy or subject to legal proceedings.
- Ensure a professional customer service focused coordination of service to staff, residents, participants, and other partners.
- Manage the housing management system which can include but is not limited to setting up new residents, monitoring housing benefits and other payments to ensure rent accounts are up to date and assignment of income is correct.
- Create and present regular reports on various areas of housing management to demonstrate trends, risks, and strengths. This may also need to be delivered to external stakeholders as well as internal.
- Continuous improvement for the function, using learning, reflections, and research to consider return on investment for any additional resources, and ensuring alignment with organisational growth and values. This includes developing new initiatives and ideas to ensure an effective, timely, and cost-saving service.
- Be a point of contact for all housing-related enquiries through various channels and ensure communication is maintained and effectively delivered with relevant stakeholders through various channels.

PROPERTY AND HOUSING MANAGEMENT

- Support with creating a welcoming, psychologically informed environment in all our properties, ensuring a continuous focus on safety, health, and wellbeing.
- Oversee that the accommodation in which residents live is clean and maintained to a high standard, in line with SIG's property standards and meets all legal and statutory health and fire safety requirements to operate safely, effectively, and efficiently.
- Provide a high-quality housing management service to residents in any capacity as required.

ADDITIONAL RESPONSIBILITIES

- Work collaboratively with wider teams and support various activities and developments.
- Build and manage effective relationships across the organisation and ensure consistent communication, whilst upholding SIG's values, policies, and procedures. Work collaboratively with internal and external stakeholders to drive ongoing improvements in line with best practice.
- Learn and manage digital programs within the organisation and support training and development

for all staff and smaller teams where required.

- Support with the progression and communication of policies and procedures.
- Handle all administrative duties for the team using electronic and manual processes in place. Administration duties will vary, ensuring compliance and confidentiality.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintain confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.



Person Specification

Qualification and Experience:	Rating
Experience in effective rent collection and management of arrears	Essential
Proven experience in housing management which includes health, safety and environment and anti-social behaviour	Essential
Proven experience of collaborative working across different geographically dispersed teams	Essential
Recognised housing qualification and/or building health and safety qualification	Desirable
Experience working within a supported housing environment and/or similar organisation to Social Interest Group (SIG)	Desirable
Experience in developing and implementing initiatives to improve rent collection	Desirable
Skills and Abilities	
IT Proficiency, ability to learn new software programs, advanced knowledge in Microsoft, including Word, Excel, and Outlook	Essential
Understanding of welfare benefits and entitlements including but not limited to housing benefit	Essential
Proactive nature, with the ability to make decisions to resolve challenging situations within the capacity and level of the role	Essential
Ability and willingness to attend regular visits to our different service locations and other locations as required within the capacity of the role	Essential
Ability to work flexibly to meet the demands and needs of the organisation	Essential
Ability to form and manage effective stakeholder relationships and rapport with others at all levels, within and outside the organisation	Essential
Proven ability to juggle multiple tasks and competing priorities within a fast-paced environment	Essential
Understanding of the housing and social needs of people with multiple and complex needs	Essential
Personal Characteristics	
Excellent communication skills both written and oral including relationship building	Essential
Attention to detail and quality, with organisation skills	Essential
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential
Alignment to uphold the values we hold at SIG, and support in achieving our organisational mission and vision	Essential
Creativity and ability to bring new ideas to the team and organisation	Desirable
Able to influence and negotiate positive outcomes with others	Desirable