



SWINDON
BOROUGH COUNCIL

Role Profile

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| Job Title: Neighbourhood Housing Officer | Role Profile Number: HG3024 v2 |
| Grade: M Salary: | Date Revised: May 2017 |
| Directorate/Group: Communities & Housing | Reporting to: Neighbourhood Housing Manager |
| Structure Chart attached: | No |

Job Purpose:

To provide a flexible, effective and pro-active housing management service which will include maximising rental income, and/or other estate and tenancy management functions.

Key Accountabilities:

1. Be responsible for housing management and establish a sound and friendly relationship between the tenant and the Council in its role as landlord.
2. Carry out rent arrears recovery in accordance with the Council's rent arrears recovery policy and procedures and meet your individual performance targets in order to maximise rental income. This may form the substantive part of the role at the discretion of the Housing Manager.
3. Review rent accounts regularly using the computerised records and follow the appropriate recovery action. Pursue and interview tenants regarding their rent arrears preferably through personal contact such as telephone and home visits.
4. Serve legal notices on tenancies as necessary. Recommend, prepare and refer cases for possession proceedings in the County Court using current procedures.
5. Assist tenants to sustain their tenancies by giving advice, signposting those who are affected by benefit changes such as Universal Credit, Benefit Cap, now and in the future.
6. Promote the payment of rent via the Council's payment methods. Assist with year-end activities as requested.
7. Deal with breaches of tenancy conditions including investigating cases of anti-social behaviour, neighbour nuisance, racial harassment (initial investigation only), any other form of harassment, domestic abuse, gas safety checks and tenancy fraud. Attend Court on behalf of the Council if necessary.
8. Investigate requests for assignments, successions, and other amendments to tenancies and recommend approval or refusal.
9. Carry out tenancy audits/inspections of properties, communal areas and Housing owned public open spaces to ensure that they are maintained and kept to a reasonable standard.
10. Achieve performance targets and service standards for your areas of responsibility.
11. Respond to tenants queries, which may require home visits.
12. Liaise with other agencies on issues relating to housing management and household welfare issues.
13. Attend evictions where necessary and arrange and deal with the clearance and storage of belongings.

14. Carry out pre-tenancy work, which includes new tenancy sign ups.
15. Respond to general correspondence as per policy and procedures, and assist in dealing with, and replying to, Councillors, Residents and MP's enquiries.
16. Assist in the process of reviewing flexible tenancies.
17. Be aware and report potentially dangerous or detrimental defects within your working environment.
18. Undertake any other duties as allocated by the Neighbourhood Housing Manager appropriate to the grading level of the post.

Supplementary Accountabilities:

1. To participate in equality and diversity training, information briefings and events as and when required as part of continuous professional development.
2. To promote equality and diversity best practice in all areas of work.
3. Representing the Council's commitment to tenant participation through actively developing and sustaining links with representative groups.
4. Maintaining awareness of the Tenant Participation and, where required, assisting with the achievement of targets and commitments.
5. Ensure that any identified personal training needs are discussed with the immediate supervisor including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous development.
6. You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.
7. You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy.
8. Work within agreed confidentiality policies and protocols.
9. At times you will be required to work evenings and/or Saturday mornings.
10. You will need to have the flexibility and ability to change, as the role entails working in a rapidly changing environment.

NOTE:

This job description is intended as a general guide to the duties attached to the post and is not an inflexible specification. It may therefore be altered from time to time to reflect the changing needs of the department, always in conjunction with the post holder.

Housing is committed to working in a manner, which does not discriminate against any individual or group regardless of ethnic origin, sexual orientation, disability, age, religion or gender.

Job Scope: No & type of jobs Managed:

Typical tasks supervised/allocated to others:

Job Scope: Arrears recovery/tenancy and estate management.

Budget: None

Assets: None

Knowledge & Experience:

Minimum:

- GCSE Grade A-C, or equivalent in English and Maths.
- Ability to communicate face to face with diverse customers in a public service environment.

- Ability to understand financial information including budgeting
- Good IT and administrative skills
- Ability to visit tenants in their home, throughout the Borough of Swindon
- Must be fluent in the English language (as a requirement of Part 7 of the Immigration Act – for the effective performance of a customer-facing role)

Preferred:

- NVQ Level 4 or HNC in Housing or related field or studying for related qualification.
- Experience of working for a social landlord.
- Some understanding of benefits and welfare reforms
- Experience of taking enforcement action
- Experience with working with vulnerable people

Decision Making:

Make financial arrangements on a regular basis with tenants to clear arrears, recommend cases for legal action.

Recognise and advise clients about entitlement to benefits

Will need advice on complex ASB cases and other Estate or Tenancy matters.

Decisions made can have financial consequences.

Contacts and Relationships:

Internal 30%, External 70%

Internal – Housing Officers, Tenant Representatives, Swindon Commercial Services, Environmental Services, Education, Crime and Disorder, Children and Social Services. Neighbourhood Wardens.

External – Tenants, Contractors, Probation Service, Emergency Services, Police, Debt and other advice agencies.

Produce standard letters but also create ad-hoc ones dealing with more complex cases. Complete forms for self and, where appropriate, on behalf of tenant.

Carry out interviews with tenants and investigate a variety of matters e.g. negotiating payment arrangements, boundary disputes, and neighbour nuisance.

Creativity & Innovation:

Finding solutions to complicated estate and tenancy issues needs officers to think outside normal procedures and tools available. Has input into the procedure review process.

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Health and Safety:

In accordance with the provisions of the Health and Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.

You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

You must ensure you undertake responsibilities relating to your position as detailed within your Directorate Health and Safety Policy

Data Protection:

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: