HOUSING & PROPERTY DEPARTMENT: We are looking for a Housing Officer who can work as part of the Housing & Property Team. You must be passionate about delivering exceptional customer service and be open, honest, trustworthy and committed to treating people fairly. You will need to be resilient to pressure as from time to time you may be exposed to customers who may be highly emotional due to their personal circumstances. (Grade 5, SCP 20 – 26 (£24,865- £29,943) commencing on point 20).

You should possess excellent literacy skills and be a great communicator. You must be able to demonstrate your commitment to maintaining the Council's high service standard and have a full clean valid driving licence. If you are ready for a new challenge and share our passion for delivering customer services that is second to none, going the extra mile when required, then we would welcome an application from you.

Application packs can be obtained from the HR Department on 696455, downloaded from www.douglas.im or collected from the Henry Bloom Noble Library. Closing date for the receipt of completed applications is 5.00 pm, Wednesday, 25th 2018.

DOUGLAS BOROUGH COUNCIL JOB EVALUATION SCHEME

JOB DESCRIPTION

DEPARTMENT	Housing & Property
SECTION	Housing
DESIGNATION	Housing Officer
REPORTS TO	Assistant Housing Manager (Services)
DURATION	Permanent
HOURS OF DUTY	Monday to Friday (8.45 am – 5.15 pm with 1 hour 10 minutes for lunch)
GRADE	Grade 5, SCP 20 – 26 (£24,865 - £29,943)

MAIN PURPOSE OF THE JOB

Assist with and promote the delivery of a high quality, cost efficient, customer focused housing management service and a responsive cyclical and void maintenance scheme that serves to achieve the Council's corporate aims and objectives through the development and implementation of information systems and the monitoring of quality and performance standards in accordance with Council policies and procedures and within available resources. Assist in the delivery of a proactive plan to promote good neighbour and community safety. Contribute to the successful performance of the Housing & Property Team and the Housing & Property Department.

SUMMARY OF RESPONSIBILITIES & DUTIES

1. Work under the general direction of the Assistant Housing Manager (Services) supporting and assisting the Housing, Property and Maintenance Teams to ensure the co-ordination of Housing Services delivered to customers.

2. Assist with the enforcement of tenancy agreements, ensuring inspection of properties, gardens and property environments. Take or recommend action to resolve breaches of tenancy agreements including rent, nuisance, harassment and misuse of property.

3. Maximise resident involvement in property improvement and refurbishment projects, keeping tenants groups and individual tenants regularly informed on contract progress overall and of individual properties.

4. Assist in monitoring the Council's housing service performance targets to achieve incremental improvement.

5. Contribute to and assist with the preparation and presentation of management information, statistical returns and performance indicators.

6. Assist with the minimisation of void rental losses and the optimisation of rental income ensuring tenancy conditions are met.

7. Assist with property inspections and interviewing applicants and tenants at the office and in their homes to implement the Council's allocations policy and void control policy and procedure.

8. Take and deal with repair requests and other housing related issues in person, by telephone and/or at the office. Arrange appointments for visiting staff through an agreed diary system.

9. Interview tenants at initial stages of the rent recovery procedure, to reach agreements within pre-defined guidelines, referring to the Assistant Housing Manager (Services) where appropriate.

10. Co-ordinate rent arrears recovery by monitoring rent accounts. To co-ordinate arrears prevention strategies. Hand-deliver rent arrears letters or legal notices and assist the Assistant Housing Manager (Services) with the preparation of routine Court paperwork and represent the Council at Court as required.

11. Visit tenants and estates in general to investigate and resolve various breaches of tenancy conditions and to ensure satisfactory resolutions are realised.

12. Provide a high level of customer care at all times ensuring consistent and effective consultation with tenants and other customers. Respond to customer enquiries, including comments and complaints.

13. Be involved as a first point of contact in tenancy disputes and give advice to tenants on established procedures.

14. Assist with the processing and completion of inspections of properties (Transfer requests) in accordance with procedures and guidelines.

15. Provide administrative support to the Housing & Property Team by receiving and processing requests under a range of tenancy management issues to include:

- Tenants home improvements
- Adaptations for tenants with disabilities
- Neighbour nuisance and Anti-Social Behaviour
- Rent repayments
- Maintenance
- Garden issues
- Ending a tenancy
- Insurance claims
- Central heating register/requests

16. Give general advice and assistance to tenants and prospective tenants on all matters of tenancy management including:

    - Interviewing waiting list applicants
    - Allocations
    - Signing up tenants at their new home
    - Rent arrears recovery
    - Conditions of tenancy
    - Tenancy breaches
    - Empty property management
    - Re-letting Council properties
    - Transfer requests
    - Direct Debit rent payments
    - Accompanying prospective tenants to properties prior to formal allocation
    - Explaining tenancy agreement, handbook and controls/equipment

17. Update various ICT systems as required in accordance with service requirements.

18. Contact customers on a variety of issues as directed including return calls and customer surveys. Actively promote tenant satisfaction through the production and distribution of information bulletins, e.g., newsletters, encouraging participation by the formation of residents groups, etc.

19. Develop and maintain good working relationships within the Housing & Property Team, internal Departments and external agencies to include liaison with the Department of Infrastructure, Department of Social Care, Police, Department of Food, Environment & Agriculture, Project Teams, Contractors and other agencies as required.

20. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.

21. Compliance with the provisions of the Isle of Man Data Protection Act 2002, the Computer Misuse Act 1990, Council policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.

22. Be responsible for the health and safety of the staff of the Housing Section and for the safety of the public and other staff that come into contact with any aspect of Housing duties being undertaken.

23. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.

24. Such other duties within a similar level of responsibility as may from time to time be required by the Housing & Property Manager/Assistant Housing Managers or Chief Officer.

SELECTION CRITERIA

Essential

1. 5 GCSEs, including English and Maths. Grade C or above or equivalent.
2. Experience of working with the general public, face to face and via the telephone.
3. Excellent customer care skills and ability to deal with customer complaints.
4. An understanding of performance management and its relevance to the housing service.
5. Excellent communication, analytical, written and oral skills.
6. Ability to work as part of a Team.
7. Ability to set priorities and manage progress of work.
8. Self motivated, innovative and capable of working under pressure.
9. ICT Literate.
10. Full valid driving licence and own vehicle (mileage allowance payable in accordance with the terms and conditions of employment).

Desirable

1. Experience of working in a housing service.
2. Interviewing skills.
3. Experience of local government.
4. An understanding of the operations and functions of a local authority.
5. Knowledge of the Council's Standing Orders, Financial Regulations and the Isle of Man Government Procedures for Capital Projects (including requirements for Petitioning purposes).
6. Political sensitivity.

For office use only:

Signed Employee_____ ( ) Date _____

Signed Line Manager_____ (Marie Birtles) Date _____

Signed Chief Officer _____ (Susan Harrison) Date _____

Policy & Resources Approval (date) 10/09

Evaluation (date) 10/09

Date (updated) 10/14