



# Housing Officer

## Housing Services

### Job Description

Ref: 958

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#### Job Summary

Based in our local office in Brighton or Eastbourne you will be providing a comprehensive housing management service for a patch of properties in Brighton, ensuring a professional, high quality, customer focused service is provided at all times. Hybrid working opportunities are available for the right candidate.

#### Responsible To:

- Housing Services Manager

#### Significant Working Relationships:

- a) Tenants
- b) BHT staff
- c) External agencies such as the Local Authority, Contractors and Landlords

#### Duties / Responsibilities:

1. Provide an excellent personal service to tenants in a patch of properties. This includes regularly visiting tenants in their homes and having overall responsibility for ensuring that any issues raised are resolved appropriately.
2. Ensure tenants understand and comply with the terms of their tenancy agreement, so they can sustain a successful tenancy for themselves and BHT.
3. Proactively manage anti-social behaviour cases and nuisance issues to a successful conclusion for tenants, liaising with external services where necessary.
4. Effectively manage all aspects of the voids and lettings process to ensure performance standards are met. This includes advertising voids, assessing new applicants and arranging void works.
5. Work with the Income Recovery Officer to maintain rent arrear targets on your patch.
6. Ensuring communal areas and estates are clean, safe and well maintained by liaising with external contractors, BHT's repairs service, Health & Safety Manager and raising repairs as required.
7. Manage a variety of tenancy matters across a variety of tenure types. This will include (but is not limited to) serving Notices and attending court hearings, mutual exchanges, succession, tenant improvements, transfer requests.
8. Attend liaison or multi-agency meetings where appropriate.

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9. Promote and encourage tenant involvement, initiating opportunities and gaining tenant feedback.
10. Provide cover for colleagues during annual leave and sickness as appropriate.
11. To use Omniledger Housing Management system, Outlook and other IT tools effectively in your role.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.