



# WILLOW TREE

HOUSING PARTNERSHIP

## Role Profile

### Housing Officer

#### Role Purpose

To provide a comprehensive Housing Management service for Willow Tree Housing Partnership Limited's (WTHP) housing stock, within defined policies and procedures, and in accordance with the agreed performance standards.

#### Key Relationships

|                                                                                                                               |                                                           |
|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|
| <b>Reports to:</b> Housing Team Leader                                                                                        | <b>Responsible for:</b> N/A                               |
| <b>External:</b> key contractors, local authorities and other key partners such as local policing teams and support agencies. | <b>Internal:</b> all staff and executive team colleagues. |

#### Key Responsibilities

##### 1. Housing Management

- 1.1 Assist the Team Leader People and Housing Service Operations Lead on all housing management matters.
- 1.2 Responsible for enabling our tenants to successfully maintain their tenancies and taking enforcement action where appropriate.
- 1.3 To keep full and accurate records in a timely manner and ensure the integrity of the data held on our systems.
- 1.4 Deal with applications for joint tenancy, assignment and succession in accordance with WTHP's policies and procedures.
- 1.5 Undertake periodic tenancy checks to verify tenancy and deal with any unauthorised assignment or occupation.
- 1.6 Identify and record changes in tenant circumstances and discuss potential housing options. Liaise with the Property Team and others as appropriate in respect of adaptation needs.



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- 1.7 Liaise with other WTHP staff regularly, highlighting any significant housing management issues to ensure a uniform and effective service to residents and partners. Where appropriate contribute to the development of policies and procedures.
- 1.8 Liaise with social workers and support workers and attend Multi Agency Meetings.
- 1.9 Ensure continued personal development and knowledge of housing management by attending relevant training, with particular regard to changing legislation and regulation.
- 1.10 Responsible for providing information and advice in relation to Right to Buy and Right to Acquire enquiries and for assessing eligibility under the scheme in conjunction with the Team Leader People.

## **2. Allocations**

- 2.1. Responsible for shortlisting and selecting applicants for vacant homes through various mechanisms including Choice Based Lettings systems and, where required, through direct lets.
- 2.2. Conducting customer assessments, application verifications, property viewings, sign ups, completing all necessary eligibility checks in accordance with WTHP's Allocation Policy.
- 2.3. Responsible for processing Mutual Exchanges including assessment of applications, home visits and sign ups.
- 2.4. Providing general advice to tenants in respect of their housing options.

## **3. ASB**

- 3.1. Undertake a range of casework in relation to the management of any tenancy that breaches the Anti-Social Behaviour Policy.
- 3.2. Respond to cases of unauthorised occupation and take prompt legal action to recover possession.
- 3.3. Responsible for the preparation of legal documents/evidence for submission to the Courts. Attend and give evidence at Court and arrange and attend evictions as necessary.

## **4. Estate Management**

- 4.1. Carry out regular estate inspections, reporting and monitoring issues identified and ensuring improvements are achieved.



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- 4.2. Encourage resident involvement within WTHP, attend tenant meetings and assist in the development of residents' groups.
- 4.3. Carry out monthly Health & Safety checks on schemes where necessary.

### 5. Rent Arrears

Assist the Rent and Income Management Team with their income collection duties including carrying out home visits, attending Court hearings and evictions where required.

### 6. General

- 6.1. Act as an ambassador for Willow Tree Housing Partnership on all occasions.
- 6.2. Ensure a strong working knowledge of all organisational policies and procedures, and where appropriate contribute to operational development and improvement projects.
- 6.3. Ensure that all Housing Data Warehouse Systems and Digital Filing Systems are updated regularly and consistently.
- 6.4. Commit to ensuring that Willow Tree Housing Partnership's policy on Equality, Diversity and Inclusion is upheld at all times.
- 6.5. Personal responsibility to ensure a sector awareness within Housing to ensure an understanding of emerging themes and trends or changes to legislation or regulation.
- 6.6. Commit to an ethos of continuous personal development.

*No role profile can be entirely comprehensive and the post holder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.*