



Job Title:	Senior Housing Officer (Temporary -9 months)	Post No:	2021/03
Department:	Housing Services	Grade:	8 (EVH – Grading guidelines attached)
Reporting to:	Housing Services Manager on a day to day basis Director / Management Committee	Date Reviewed:	March 2021

1. Job Summary / Overview

- Operating within a strong performance culture you will be expected to deliver excellent performance results.
- You will have an innovative approach and be solution focussed
- You will be empowered to deliver right 'first time' services, offering personalised solutions for our customers and the community.
- You will be instinctively customer focussed and have a can do attitude to ensure that our customers' experience of service is always positive.
- You will understand the importance and work with Pineview colleagues and partner agencies to achieve great outcomes.
- You will carry out your duties to ensure compliance with Pineview values, behaviours, objectives, policies, procedures, priorities, service standards and key performance indicators
- As the Association operates in a changing environment, flexibility by you and all staff is essential.
- Pineview is committed to Equality and Diversity and all your tasks / duties must be carried out in accordance with our Equality & Diversity Policy.

2. Values and Behaviours

Pineview Core Values are inherent in everything we do. These values are that we will be:

- Honest and Transparent
- Fair and Adaptable
- Polite and Approachable
- Positive and Considerate

- Knowledgeable and Listening

Behaviour statements are a way of explaining how we, as individuals, live the Pineview values.

Our Behaviours Framework has been developed in partnership with staff across the organisation and include the following main headings:

- Communicating in an honest, open and transparent way.
- Embracing change
- Building great relationships
- Acting with courtesy and consideration
- Valuing everyone's contribution
- Delivering excellent service
- Engaging with customers

3. Job Purpose – Main Objectives

This job description is a general guide to the basic tasks / duties which you are typically expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and commensurate with your salary grade may be expected. It should also be noted that you are required to agree work priorities and tasks to be completed on a regular basis with your Line Manager.

The main job objectives are as follows:

- Assist and support the Housing Services Manager in the delivery of an excellent housing management service that is customer focussed, legislative and regulatory compliant and sustains high levels of quality in a right first time culture.
- To be a working supervisor in delivering a customer focussed housing management service for our customers which includes tenancy compliance, voids & allocations, estate & neighbourhood management and arrears & debt recovery.
- Deliver a customer focussed factoring service to our sharing owners / owners.
- Deliver effective, efficient and responsive services to the Association's customers, including, but not restricted to, existing tenants, former tenants, potential tenants and owner occupiers.
- Ensure that comprehensive, accurate and up to date tenancy and property records, reporting and administrative systems are maintained.
- Provide accurate, reliable and timely reports and information for reports for the Housing Services Manager and Committee and attend meetings as required.
- Assist in the completion of the ARC and any other statistical returns.
- Work and liaise effectively with housing management colleagues to maximise performance and enhance service delivery, focussing on problem resolution and high levels of satisfaction.
- Provide an efficient, courteous, effective and responsive service to all customers in relation to all matters.
- Work in an efficient manner which delivers value for money for the Association and our customers

- Ensure work undertaken complies with all legislative / statutory, regulatory and contractual responsibilities, highlighting any non-compliance concerns to the Housing Services Manager immediately.
- Be responsible for your and housing management team members training requirements / learning in relation to roles and proactively seek ways to improve knowledge and skills via continuous improvement / personal development.
- Attend external forums and training as required.
- Act as a role model for other colleagues and also as a representative of the Association when attending conferences, seminars, training sessions etc.

4. Main Duties

4.1 General

- Deliver effective and efficient customer care services to all customers and ensure that callers to the office, telephone enquiries and mail is actioned in accordance with the Association' policies and procedures.
- Maintain accurate, robust, reliable and validated audit trails for all work responsibility areas.
- Develop procedures and practices which enhance performance, customer service, efficiency and cost effectiveness in all areas of activity.
- Ensure budgetary consideration relevant to work undertaken. Expenditure maintained within agreed limits, efficiencies or improvements identifies, monitored and managed.
- Ensure compliance with financial policy, financial regulations and controls.
- Ensure that all Housing Services related invoices are processed in accordance with policy, procedures and financial regulations.
- Contribute to the development and review of policies which enhance customer service, efficiency and cost effectiveness in all areas of activity.
- Implement the Association's equalities and diversity policy and any action plans as necessary.
- Identify and attend training courses, seminars and conferences as required, keeping up to date with legislation and good practise.
- Deal with complaints and service delivery failures in accordance with the complaints handling procedure.
- Contribute to the Association's newsletter, website, Facebook page, twitter feed and any other future resources.
- Liaise effectively with colleagues & partner agencies in order to maximise performance and enhance service delivery.

- Ensure that the Association's files and computerised records are kept up to date, accurate and maintained as confidential records and in accordance with the Data Protection Act and GDPR (The General Data Protection Regulation).
- Ensure that all files, including SDM, provide the data necessary to control and validate performance with comprehensive auditable information.
- Monitor, train, support and guide Housing Officers with their roles and responsibilities, including their responsibilities in relation to Assistant Housing Officers and Housing Assistants. Ensure tasks, performance and priorities are clearly set and communicated. Also ensure that clear, comprehensive and effective work plans are in place in order to achieve the Association's performance and priorities targets / tasks.
- Ensure the estate caretaker service delivers service objectives, performance / financial targets and customer service standards.
- Carry out any other duties as may be deemed necessary by the Housing Services Manager and Director, commensurate with the Senior Housing Officer grade.

4.2 Tenant Participation in Service Delivery and Customer Satisfaction

- Develop and implement initiatives to ensure user feedback on the quality of housing management service areas and act to improve levels of satisfaction in line with this feedback.
- Contribute to the provision of information and advice to customers on a range of housing issues, including the newsletter, information leaflets, website, tenants' handbook and annual report, residents meetings, etc.
- Take an active part in campaigns designed to improve services for our customers and develop our business.
- Support and develop the Association's Resident and Customer Forum and also other customer groups.
- Liaise closely with other agencies to ensure customers have access to appropriate support services.

4.3 Housing Register

- Ensure the Housing Officers maintain the housing register and allocations process in accordance with legislative requirements, the Association's policies and procedures. Ensure that the housing register details are accurate and continually up to date.
- Ensure accurate information, advice and assistance is provided to customers on their housing application and housing options.

4.4 Voids

- Ensure the Housing Officers and colleagues co-ordinate and deliver the void management process in accordance with legislative requirements, the Association's policies and procedures.
- Work with the Housing Officers and Senior Maintenance Officer to ensure any void properties meet the void standard for allocation to new tenant(s) and are completed within agreed timescales and quality standards.
- Work with the Housing Officers and Senior Maintenance Officer to ensure that new tenants are satisfied with the standard of the property at the point of allocation.

4.5 Allocations

- Ensure that the Housing Officers carry out duties as required in respect of the allocation of void properties in accordance with legislative requirements, the Association's policy and procedures for letting properties, including transfer applications, nominations agreements and referral agreements.
- Ensure the effective delivery and efficient administration and implementation of the Section 5 protocol with Glasgow City Council and any other agencies with which the Association has a referral procedure.

4.6 Rent Accounting and Arrears Recovery

- Monitor tenants' former and current rent accounts and ensure the Housing Officers action rent arrears and debt recovery in accordance with the Association's policies, procedures and all legislative requirements. Ensure that accurate and comprehensive records are kept to audit this compliance.
- Ensure the effective recovery, management and control of all debt owed to the Association e.g. current and former rent arrears; factoring arrears; rechargeable repairs and legal debt. Ensure all arrears are vigorously pursued and timely and robust action taken to prevent / recover arrears.
- Undertake frequent monitoring of tenants' rent accounts and ensure the Housing Officers are proactively and consistently pursuing non-payment.
- Actively work to mitigate the impact of welfare reforms and changes to tenants' benefits / income.
- Ensure that overpayments and credit refunds are identified and processed promptly and efficiently by Housing Officers and also comply with the Association's policy and procedures.

4.7 Estate & Tenancy Management

- Ensure that Housing Officers carry out all duties as required in respect of tenancy management, anti-social behaviour, estate management and abandoned properties in accordance with legislative requirements, good practice and the Association's policies and procedures.
- Act to resolve issues identified or raised with the Association and ensure effective service delivery within the area in co-operation with colleagues, Glasgow City Council and other stakeholders.
- Work with other colleagues where there are persistent estate problems or a strategic approach is required involving close meetings or extensive resident participation.
- Work with the Housing Officers to ensure that incidents of anti-social behaviour are proactively identified and resolved in accordance with legislative requirements, good practice and the Associations' policies and procedures. Co-ordinate a multi-agency approach where appropriate.
- Deliver close liaison with other agencies to ensure the effective management of supported tenancies, leased accommodation and also ensure HMO licence compliance.
- Monitor estate caretakers and landscape contractors to ensure high environmental standards are achieved and carry out regular estate audit inspections.
- Ensure that Housing Officers manage assignation and succession to tenancy, permission to reside, lodgers and mutual exchange requests in accordance with legislation and also the Association's policies and procedures.

4.8 Repairs and Maintenance

- Work with the Senior Maintenance Officer and other colleagues to assist in the delivery of an effective, efficient, responsive, good quality repairs and maintenance service, which includes reactive, void, planned, cyclical and estate works.
- Work with the Senior Maintenance Officer and other colleagues to assist in the delivery of an effective and efficient customer orientated responsive day-to-day repairs and maintenance service valued by residents.
- Ensure effective liaison takes place with tenants and owners regarding access arrangements and any disruption arising from maintenance work to their property.
- Ensure the effective involvement and participation of owner-occupiers and others in designated maintenance, repair or improvement work and providing regular reports on same.
- Work with the Senior Maintenance Officer and other colleagues to ensure referrals made to the Association for aids/ adaptations are processed effectively, efficiently and quickly, including liaison with Occupational Health staff and tenants, ordering of works, budgetary control and the submission of payment claims.

5. Health and Safety Responsibilities

- Comply with all Pineview Housing Association health & safety policies, requirements & relevant legislation.
- Understand responsibilities as an employee under Health & Safety legislation.
- Ensure that all activities are discharged in a safe manner, minimising risk at all times.

6. Other Important Information

- Comply with all approved Pineview Housing Association policies, processes and procedures.
- Carry out any other tasks or duties reasonably required / appropriate to this post.
- Requirement to work out with normal business hours as determined by supervisor / manager / director / committee.
- With appropriate training and guidance, designated responsibilities may change in order to support the needs of the Association.
- All responsibilities will be commensurate with EVH grading guidelines (attached – Appendix 1)

Appendix 1: EVH Grading Guidelines 2005 - Revised 2016

Grade 8 (Points PA28 – PA31) Senior Professional Officer

Typical Expected Characteristics:

- Will normally manage 1 or more staff at Grade 7, except in highly specialist/single officer functions.
- Routinely offer important and specific contributions to policy formulation through senior management and Committee structures as it relates to the post-holder's sphere(s) of influence.
- Heavily involved in the forward planning of existing services, including standards and resources.
- External contacts will predominantly include senior professional and others with decision-making powers.
- Achievement of budgetary or other corporate standards will be expected, as will achievement of regulatory and other external validation processes and legal requirements.
- In diverse geographical situations a specialist professional role may be combined with more general operational responsibility for the local office at this level.
- May occupy a specialist corporate or generalist role within the organisation.

Expected level of technical/professional knowledge:

A high degree of technical/professional knowledge will be required, coupled in many instances with some management experience/skills.

Possession of relevant tertiary qualifications will be essential in all but exceptional cases where the skill sets required can be shown to have been achieved by other work related means.