

JOB DESCRIPTION & PERSON SPECIFICATION

Job title **Specialist Housing Officer**

Location: ISHA, 102 Blackstock Road, Finsbury Park, N4 2DR

Reports to: Housing Manager

Direct reports: None

Team: Tenancy Services

Directorate: Housing and Neighbourhoods

JOB SUMMARY:

1. Assess residents referred to the services, liaising as required with referral agencies
2. Work closely with colleagues and contractors involved in the voids process to ensure that viewings and lettings in ISHA's Older Adults Schemes are co-ordinated and completed at the earliest opportunity during the void period to minimise void loss.
3. Ensure that properties in ISHA Older Adults Schemes are let when all health and safety requirements have been met and ensuring that any post letting works agreed with the resident are completed.
4. Assist residents to move in by carrying out tenancy sign-ups, preparing housing and wellbeing plans and introducing them to their new home and neighbours
5. Assist residents to maximise income and benefits entitlement
6. Assist residents with Housing Benefit or Universal Credit Application and any other benefits entitlement.
7. You are committed to building strong relationships and providing an effective, high-quality service that adds value, and supports the delivery of Organisational strategies.

PRINCIPAL RESPONSIBILITIES:

1. Work with residents to meet objectives set out in their housing and wellbeing plans, reviewing plans as required
2. Develop and maintain close working relationship with care agencies supporting residents
3. Maintain network of relevant specialist agencies and refer or signpost residents as appropriate
4. Ensure all reasonable measures are taken to ensure the security, health and safety of residents and their homes
5. Work closely with colleagues in repairs and neighbourhood teams ensuring that homes and communal areas are well maintained.
6. Support ISHA's Tenancy Officers on managing breaches of tenancy
7. Promote resident engagement and participation by organising relevant meetings and events
8. Provide cover and back-up as required for colleagues in the team
9. Accurately record resident contacts and actions on ISHA's resident service contact and management systems
10. Take ownership and responsibility for service-related complaints and queries from residents, ensuring the resident experience is positive, professional and within set timescales
11. Manage all contacts in line with ISHA's quality standards, data protection and equality & diversity policies
12. Take reasonable care to ensure personal safety and that of others and comply with Health and Safety policies and procedures.
13. Carry out any other duties commensurate with the post that may be required from time to time

ESSENTIALS: In addition to the principal accountabilities of the role, there are several significant elements that we deem them essential for every role at ISHA:

14. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
15. To comply with ISHA's EDI Policy in every aspect of your work and positively promote the principles of these policies amongst colleagues, residents, and other members of the community.
16. To comply with ISHA's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
17. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.
18. To lead by example and demonstrate ISHA's values of passionate commitment to customers, Pride in Team ISHA, Trusted to make the difference, and Respect for everyone in your work, behaviour and in your professional relationships with colleagues, partners, and residents.

| PERSON SPECIFICATION – Specialist Tenancy Officer | | Essential | Desirable |
|---|---|-----------|-----------|
| Right to work in the UK | | | |
| 1. | Proof of eligibility to currently work in the UK. | ✓ | |
| Education and Qualifications | | | |
| 2. | | ✓ | |
| 3. | | ✓ | |
| Experience | | | |
| 4. | Experience of working in the Housing sector. | ✓ | |
| 5. | Experience of being resident focused | ✓ | |
| 6. | Experience of providing housing management or support services | ✓ | |
| 7. | Experience of working in partnership with other agencies | | |
| Knowledge & Skills | | | |
| 8.. | Attention to detail | ✓ | |
| 9. | Ability to problem solve and exercise good judgement | ✓ | |
| 10. | Up to date knowledge of welfare benefits | | ✓ |
| 11. | Is curious, with a strong desire for continuous improvement (for self and others) | ✓ | |
| 12. | Ability to work with other professionals and agencies to build effective partnerships that benefit residents | ✓ | |
| 13. | Time management and organisational skills | ✓ | |
| 14. | High level of professionalism, working with minimal supervision, to complete tasks accurately the first time | ✓ | |
| 15. | Literate, numerate and IT competent | ✓ | |
| 16. | Team player | ✓ | |
| 17. | Willingness to continue learning and developing your skills | ✓ | |
| 18. | Able to attend occasional evening/weekend working | ✓ | |
| 19. | Commitment to equality and diversity | ✓ | |
| Values | | | |
| 20. | Able to always demonstrate and evidence ISHA's values: <ul style="list-style-type: none"> Pride in team ISHA Passionate commitment to customers Trusted to make the difference Respect for everyone | ✓ | |