

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. The Specialist Housing Officer delivers positive housing and wellbeing outcomes for residents living in ISHA's Older Adults Schemes. The role is responsible for ensuring homes are safely and efficiently let, residents are supported to settle successfully, and tenancy sustainment is maximised. By working collaboratively with internal teams, contractors, and external partner agencies, the postholder contributes to reducing void loss, improving resident wellbeing, and delivering a high-quality, responsive housing service that supports ISHA's organisational objectives.
2. You 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.

PRINCIPAL RESPONSIBILITIES:

1. Achieve timely and compliant lettings in Older Adults Schemes by coordinating referrals, viewings, and tenancy sign-ups, ensuring properties are occupied at the earliest safe opportunity.
2. Ensure residents move into homes that meet all health and safety requirements, with agreed post-letting works completed promptly to support a safe and positive start to the tenancy.
3. Support residents to maintain their tenancies and independence by developing, delivering, and reviewing effective housing and wellbeing plans tailored to individual need.
4. Improve residents' financial stability by supporting access to welfare benefits, including Housing Benefit and Universal Credit, and maximising income entitlement.
5. Strengthen resident outcomes by developing and maintaining effective working relationships with care providers, specialist agencies, and support services, ensuring appropriate referrals and joined-up interventions.
6. Contribute to well-maintained, safe, and welcoming environments by working closely with repairs and neighbourhood teams to address property and communal area issues.
7. Support effective tenancy management by working alongside Tenancy Officers to address breaches of tenancy and promote positive resident behaviour.
8. Improve resident engagement and social connection by supporting and organising meetings, events, and opportunities for participation within schemes.
9. Resolve resident enquiries and complaints professionally and within agreed timescales, ensuring a consistently positive and respectful resident experience.

10. Maintain accurate, timely records of resident contacts, actions, and outcomes, supporting service quality, compliance, and performance reporting.
11. Contribute to service continuity by providing cover and support to colleagues when required, ensuring residents receive consistent support.
12. Reduce risk to residents, colleagues, and the organisation by complying with health and safety procedures, safeguarding responsibilities, data protection, and equality and diversity standards.

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:

1. To ensure you comply with ISHA's procedures for promoting and safeguarding the welfare of children and vulnerable adults appropriate to your role.
2. 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.
3. To comply with ISHA's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety, and welfare.
4. To work flexibly as may be required by the needs of the team and carry out any other reasonable duties as required.

PERSON SPECIFICATION – Specialist Tenancy Officer		Essential	Desirable
Right to work in the UK			
1.	Proof of eligibility to currently work in the UK.	✓	
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 	✓	

