

| | |
|-----------------------|---|
| Job title | Leasing Housing Officer |
| Responsible to | Senior Officer, Temporary Accommodation |

Main purpose of the post

Manage a portfolio of temporary accommodation. Support tenants to sustain their tenancies and prepare them for other rehousing solutions

Tenancy management

- Ensure all necessary assessments are carried out for prospective tenants
- Promptly let vacant temporary accommodation dwellings to Council nominees
- Provide furniture for the tenants and properties where required by Local Authority agreements
- Manage repair works to empty and occupied properties
- Report all repairs falling to the landlord to execute
- Manage inventories and ensure contents are legally compliant
- Liaise with utility companies during and after the letting process, minimising the Association's liability for losses
- Ensure that the tenancy obligations are observed
- Instigate early legal action for serious breaches of the tenancy, and in particular non-occupation
- Prepare cases for Court action, giving evidence and attending court as directed
- To act as the main point of contact between the Association and its current and prospective customers in temporary accommodation
- Maintain weekly contact with all residents
- Carry out regular property inspections

Income control

- Monitor and control rent and service charge accounts, maintaining accurate records of all actions taken and liaising with residents as necessary
- Maintain a close relationship with the Housing Benefit service, supplying and verifying information to help the smooth processing of claims
- Carry out home visits to tenants to establish any reasons for non-payment of arrears, and agree terms for the clearance of such charges
- Encourage tenants to maximise their incomes and prevent housing and other debts arising, offering access to debt advice and liaising with external agencies as appropriate

Tenancy support

- Provide intensive housing management to support and assist service users
- Liaise with relevant support providers to ensure prospective and current tenants' needs are met and the terms of the tenancy can be maintained
- Represent the association as appropriate in attending meetings with external/partner organisations
- Assist service users in identifying and accessing appropriate move on accommodation where appropriate
- Liaise with partners as service users qualify/move into alternative accommodation

General

- To co-operate with Hafod in complying with relevant health and safety legislation, policies and procedures in the performance of the duties of the post
- To behave in accordance with the company's Values

- To maintain confidentiality and observe data protection and associated guidelines where appropriate
- To ensure compliance with Hafod's policies and procedures at all times

The duties in this job description are not exhaustive and may be altered at any time to reflect the changing needs of the Organisation

This post is subject to enhanced disclosure as provided by the disclosure and barring service, an executive agency of the home office

Disclosure is a means for the organisation to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for posts that involve working with vulnerable people

The organisation will only request disclosure from those that have been offered employment

Person specification

Qualifications, knowledge and experience

- Good general standard of education to include: A Level in English and Mathematics (grade C and above)
- Relevant experience in a client and/or support service environment
- Debt recovery
- HNC/D Housing studies or equivalent*
- Housing Support / Housing Officer*
- Good knowledge of Housing law *

Skills and abilities

- Demonstrable skills in communication
- High level of interpersonal and organisational skills
- Computer literacy
- Housing law*
- Temporary accommodation*
- Housing Management software packages*

Interpersonal skills

- Ability to work under pressure
- Working with minimum supervision
- Self-motivated
- Excellent communication skills
- Capable of working to busy schedules
- Ability to handle difficult situations
- Empathetic attitude towards the client
- Professional attitude to work
- Ability to adapt to rapid change

Other requirements

- Current driving licence plus use of car
- Flexible with an ability to work outside normal office hours *

*Points marked with an asterisk are desirable rather than essential