

Housing Officer

About Us

Our Mission, Vision and Values

All our roles in Langstane Housing Association are focused on delivering our mission to **“provide homes and services that make a positive difference to peoples’ lives”**.

About the Role

Department	Housing	Location	Aberdeen
Reporting to	Housing Team Leader		
Responsible for	No line management responsibilities		

Role Purpose

To deliver an efficient and effective housing service including advice and information to tenants, ensuring properties are re-let, minimising void periods and proactively dealing with all aspects of estate management including investigation and case management of anti-social behaviour complaints, and to increase tenancy sustainment. The post holder has a ‘patch’ size of between 500 and 600 properties throughout Aberdeen City and Shire.

Key Accountabilities

This role profile is intended to provide a general statement of the major tasks and activities of the job. This is not an exhaustive list of all detailed duties. During your employment with us you will be expected to undertake such other duties as may reasonably be required of you and that are broadly consistent with your role.

1.	Ensuring the effective and prompt letting of properties, therefore minimising empty properties including carrying out applicant visits, accompanied viewings and tenancy sign ups.
2.	Responding to and investigating all anti-social behaviour complaints and neighbour disputes including working with tenants and other agencies such as Community Mediation and the Police, issuing warnings to offenders and taking further legal action where necessary by following the Association’s Anti-Social Behaviour Policy.
3.	Conduct tenancy visits and inspections of tenants’ homes and Langstane schemes.

4.	Discussing with and referring clients on to support, welfare or money advice services for assistance.
5.	Monitoring the quality of estate cleaning and gardening services and responding to and investigating any customer complaints about the service.
6.	To provide detailed information and advice on a range of housing matters such as (but not limited to) applying for housing, transfers, tenancy rights and obligations, mutual exchanges, assignments, successions and joint tenancies.
7.	Carry out pre-termination/transfer and mutual exchange inspection visits to establish any defects within properties and advise tenants of their responsibilities in terms of repairs and property condition prior to termination/transfer or exchange.
8.	Prepare legal documentation where required (including Notice of Proceedings, Section 11 Notices, etc.) and any documentation for legal action approval including preparing court instructions and liaising with the Association's legal agents.
9.	Contact and meet with external agencies such as Citizens Advice, Housing Benefit, Social Work, Community Mediation, Police, etc. to discuss and resolve client or neighbourhood issues.
10.	Maintain client contact records using the appropriate IT Systems, ensuring that any issues are responded to and follow up action carried out where necessary.
11.	Ensure that an up to date knowledge of all relevant policies, procedures and legislation requirements relating to the role is maintained and adhered to.
12.	To promote tenant involvement and all issues relevant to the Association's tenants.
13.	To be available to assist in training new members of the team, and to attend appropriate training where required.
14.	To carry out all duties of this post in accordance with the relevant Association policies and procedures including the Equal Opportunities Policy, Data Protection Policy and Health and Safety Policy.

About You

Criteria	Essential	Desirable
Qualifications / Training / Experience	<ul style="list-style-type: none"> Higher Education to HNC level in a related subject or Chartered Institute of Housing Level 3 or equivalent 3 years' experience of working in a customer focused, housing related or public sector environment 	
Skills / Knowledge	<ul style="list-style-type: none"> Good knowledge of MS Office Ability to communicate effectively with customers and colleagues, both verbally and in writing Ability to prioritise workload and work on own initiative Ability to work to tight deadlines and conflicting priorities Adaptability and positive attitude Willingness to learn and develop Understanding and appreciation of customer care Team player Ability to deal with challenging situations 	<ul style="list-style-type: none"> Working knowledge of Aareon QL and/or HomeMaster Housing System
Personal Qualities / Our Values	<p>Our Values:</p> <ul style="list-style-type: none"> Valuing People Relying on Teamwork Aiming High: Attention to detail Prudent financial managers Open & accountable Move with the times 	
Other Requirements	<ul style="list-style-type: none"> Full clean Driving Licence with vehicle available for work and willingness to travel and visit tenants (for which an allowance is paid) 	