

JOB DESCRIPTION

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| Post Title | Housing Officer |
| Grade/Salary | £27,796 – £29,259 |
| Hours | The standard full time working week for employees is 35 hours per week, working Monday to Thursday 9am to 5pm and Fridays 9am to 4:30pm. The Role requires mobile working and some unsociable hours. |
| Head Office Location | 1-3 Beacon Court Birmingham Road, Great Barr Birmingham, West Midlands, B43 6NN. In this role, there will be a need to travel to attend meetings, tenant visits and events for the proper performance of your duties. |
| Reporting Lines | This post reports to the Senior Housing Officer |

Our Story

In the 1980s growing housing needs, urban deprivation and an aging African-Caribbean population posed problems, exacerbated by riots in Handsworth in 1981 and 1985. The African-Caribbean community through a variety of churches responded with the creation of the Nehemiah and United Churches Housing Association (UCHA) in 1989. Nehemiah took its name from the biblical rebuilders of Jerusalem. Throughout the 1990s Nehemiah began to develop sheltered schemes for black elders and family housing and accommodation for singles. Nehemiah expanded into Wolverhampton and eventually into the wider West Midlands.

Our Mission

To build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers. Nehemiah has a portfolio of 1,214 properties serving the multicultural African Caribbean, Asian, Irish and European communities within the West Midlands.

The Association provides homes for single people, families, couples and elderly people in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton. As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a support and wellbeing provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness. We have responded to the needs of our customers by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

The Role

The role is a member of the Operations Department (specifically the Housing Service team)

General Description of Duties

1. Proactively work with and influence external agencies in promoting the business of Nehemiah
2. To support the Housing service & Property service manager in the production of marketing and promotional programmes and information to customers and wider stakeholders
3. To provide customer focused housing services.
4. To facilitate the implementation of the customer engagement framework in conjunction with the customer engagement officer and scheme managers under the direction of the Housing Services Manager.
5. To support the Housing Services Manager to increase the number of customers involved and satisfied with their ability to shape and influence services.
6. To deputise for the Housing Services Manager at meetings as and when required.
7. You will be responsible for: delivering performance targets; and maintain awareness of current issues in housing, health, social care services for the needs of vulnerable people in order to share specialist knowledge and assist in business planning.
8. As a Housing Officer you will be out in Nehemiah neighbourhoods, building successful diverse communities by providing housing and culturally sensitive services to our current and future customers.
9. You will be responsible for delivering great customer relationships - helping our customers make the most of their tenancies.
10. You will be the key contact for customers to help them resolve issues and handle queries. You will build and maintain customer relationships, from the point you welcome new customers to when they leave.
11. You will build relationships with key partners and services in the community to gives access to routes into work, education and training and help create and maintain great neighbourhoods.
12. You will contribute to our performance targets by chasing customers for late rent, letting our homes quickly, and the effective management of the homes and customers you have.

Key Responsibilities:

1. Assist the Housing Service Manager to organise and deliver the Customer Framework and required outcomes with the Housing Officers including working with various groups and providing support for meetings and events.
2. You will deliver the efficient letting of empty properties in conjunction with the property services team.
3. To support the leadership team of the Operations department to lead the development of the annual report and local offers to customers
4. To help plan and report the outcomes of customer satisfaction surveys across the department in conjunction with the Property Services Manager and the Housing Services Manager.
5. To support the Housing Service Manager and Property Service Manager to produce the annual impact assessment against the HCA regulatory framework.
6. To assist in developing and implementing an annual delivery plan as directed by the Operations Director.
7. To produce regular reports on progress against the framework, making suggestions and gathering input from staff and customers

Stakeholder Relationships

You will establish and maintain excellent relationships with external partners and stakeholders by attending and representing Nehemiah at Forums and meetings.

Estate Management

You will ensure that high standards of estate management are achieved within a VFM framework. You will work with customers to identify areas where improvements can be made to their communities.

Income Management

You will ensure the income of the business is maximised, by working closely with Housing Officers and scheme managers to chase customers for late rent and service charge payments, static debts, negotiating repayment plans and where appropriate referring customers for money advice support.

Tenancy Management

You will ensure tenancy responsibilities are complied with and that appropriate action in relation to breaches of tenancy conditions are taken. You will identify areas of concern and ensure that support is accessed through appropriate agencies and support services to enable customers to sustain tenancies successfully wherever possible.

Anti-Social Behaviour

You will provide an excellent service to customers who experience anti-social behaviour, using housing legislation and working with external partners to resolve issues quickly.

Customer Engagement

You will ensure the views of customers are captured and listened to, using the information to continuously improve services. You will attend customer engagement opportunities as required.

Performance Information

You will prepare reports and statistical information as required.

Property Management

You will liaise as appropriate with Property Services staff over, voids, repairs and maintenance issues, to ensure appropriate solutions are delivered.

Record Keeping

You will update and maintain all manual and computerised records in an accurate and timely manner.

Health & Safety

The post holder must comply with employer's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any Other Duties

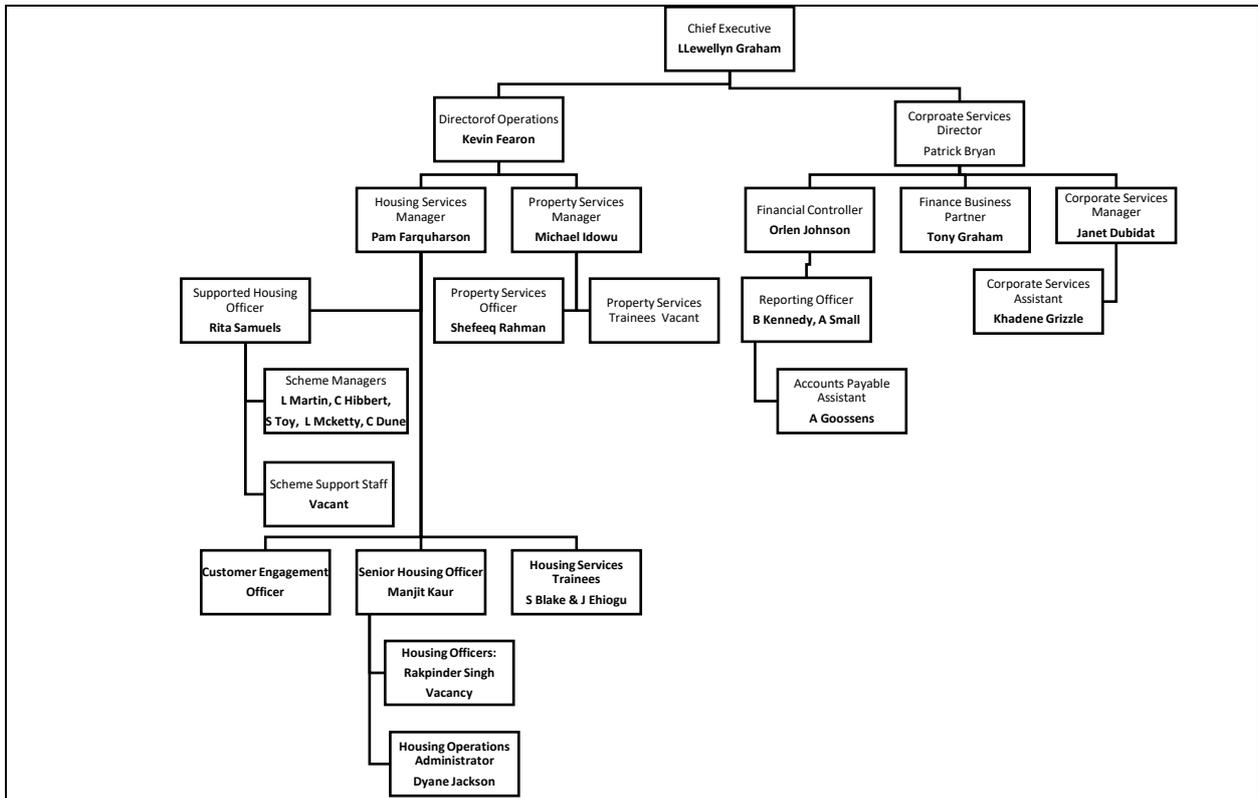
1. You will represent Nehemiah externally in an appropriate and professional manner.
2. You will promote equal opportunities and diversity in the workplace, in the provision of housing services and in the wider community.
3. You will take responsibility for personal development.
4. The job is likely to change over time and the post holder may be asked to carry out other duties to maintain the efficiency of the Operations Department Service. The Association reserves the right to amend this job description, as the needs of the job change following discussion with you.

| | Person Specification |
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| Qualification(s) | <ol style="list-style-type: none"> 1. Completed a broad education including GCSE's or equivalent and possession of at least a relevant NVQ level 3 or equivalent qualification 2. Ideally a member of the Chartered Institute of Housing/Chartered Institute of Builders/Institute of Chartered Surveyors 3. Full current driving licence and access to a car for work |
| Experience and Knowledge | <ol style="list-style-type: none"> 1. Comprehensive knowledge of the Housing/Building Sector 2. Experience of achieving targets and results 3. Knowledge and understanding of legislation frameworks including court processes and protocols. 4. Computer literate 5. Experience of interviewing and negotiating with customers 6. Knowledge of welfare and Housing Benefits 7. Numerate and able to understand performance data. |
| Skills/Abilities | <ol style="list-style-type: none"> 1. Demonstrates ability to build relationships at all levels across a wide range of partners 2. Demonstrates ability to respond positively to change, and manage implementation 3. Demonstrates ability to manage, supervise, organise workload and motivate team members |
| Continuing Professional Development | <ol style="list-style-type: none"> 4. Demonstrates a willingness to embrace the use of IT to improve procedures, processes and core systems and own skills 5. Demonstrates a willingness to develop skills and knowledge in Housing to enhance performance in the role 6. Engages with Performance Management processes such as annual review |
| Equal Opportunities | <ol style="list-style-type: none"> 7. Understanding of the requirements of Equality and Diversity both as an employee but also in dealing with clients of the association. |
| How we do things – These are our core values and behaviours | What we expect from you |
| Customer & Community Focus | <ul style="list-style-type: none"> • To be able to communicate effectively face to face and over the telephone with customers and a range of organisations. Able to adapt style to meet individual needs and situations. • Listens to what customers say, delivering practical solutions to problems and issues. • See mistakes as opportunities to learn to improve procedures and services. • Proactively seeks customer feedback. • Strives to continuously improve the quality of the service provided. |

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| Integrity and Reliability | <ul style="list-style-type: none"> • Works as part of the wider Nehemiah team • Understands the importance of policies and procedures • Demonstrates personal knowledge and competence but is not afraid to ask when does not have an answer. • Self-aware – understands the impact of own actions and behaviours on others. • Gives and receives feedback • Demonstrates organisational skills by prioritising and planning • Demonstrates ambition in the day to day operation of the service • Shows determination to achieve targets and objectives. • Understands performance against targets and takes action to improve where required. • Uses financial and other resources well, considers efficiency, effectiveness and value for money in decision making • Responds positively in all circumstances • Is proactive • Gets things right first time • Is outcome focused • Keeps colleagues/customers updated and informed. • Respects others' time and commitments. • Is dependable, trustworthy and accountable in what they do and say • Is open, honest and transparent • Is non-judgemental, fair and unbiased • Respects and values cultural diversity • Exercises professional judgement appropriately |
| Maintaining Stakeholder relationships | <ul style="list-style-type: none"> • Builds positive working relationships with key stakeholders and partners to deliver positive outcomes for customers, customers and Nehemiah. • Contributes positively to Nehemiah reputation by demonstrating a 'can do' approach to service delivery and by achieving personal and organisational KPIs. • Promotes and represents Nehemiah positively and professionally • Builds and develops effective working partnerships with stakeholders. |
| Sustainable Futures | <ul style="list-style-type: none"> • Encouraging tenancy sustainability through listening to our customers • Adopting strategies to explore how new technology can support affordable housing |
| Providing Value | <ul style="list-style-type: none"> • We will respect and support our communities to access quality services which meet their needs at a reasonable cost. • Strive to achieve and exceed personal and organisational KPIs • Use financial and other resources well, considering efficiency, effectiveness and value for money when taking action and making decisions |
| Responsible Growth | <ul style="list-style-type: none"> • We will grow as an organisation, responsibly and where we have access to the skills to achieve this change • Understand the issue of risk associated with our decision making |

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| | <ul style="list-style-type: none"> • Exercising professional judgement appropriately • Ensure that appropriate due diligence is undertaken to assist with decision making. |
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| <p>Behavioural Competencies</p> <p>These competencies demonstrate the desired behaviours for success in this role. These competencies will be used to measure performance and set KPIs.</p> | |
| Active Leadership | |
| <ol style="list-style-type: none"> 1. Motivates, inspires and gains support from others through mutual trust without the need to rely on hierarchy and authority. 2. Provides a compelling vision which motivates others to work towards team goals, setting clear objectives and holding people to account for results. 3. Encourages and offers support to others in challenging situations. 4. Enables team to improve their performance and develop capability. | |
| Leading Change | |
| <ol style="list-style-type: none"> 5. Understands the need for change and embraces change in a positive manner. 6. Communicates the vision for change by engaging and facilitating others to work collaboratively to achieve real change. 7. Seeks out opportunities to effect change to improve organisational performance. 8. Develops self and others to respond effectively to change communicating change clearly to all those around them, breaking down problems and establishing facts. 9. Uses sound judgement to make informed decisions which considers financial/resource management and the local/wider economy and markets. 10. Creates evidence based strategies and plans which considers different options, benefits, risks and solutions to make effective decisions even in time critical situations. | |
| Organisational & Strategic Perspective | |
| <ol style="list-style-type: none"> 11. Clearly sees the bigger picture and demonstrates an in-depth knowledge of how their role supports the achievement of organisational objectives and the housing sector. 12. Creates clear strategies which consider the external and political context to maximise the opportunity to add value to the community and support growth. | |
| Winning Commitment | |
| <ol style="list-style-type: none"> 13. Builds positive and trusting relationships with colleagues, partners and customers to get business done. 14. Develops internal and external networks which enable business to be delivered in an efficient and effective way. 15. Encourages collaboration and commitment with various stakeholders to deliver the best housing service. | |
| Analysis and Decision Making | |
| <ol style="list-style-type: none"> 16. Identifies the key issues, breaking down problems and establishing facts. 17. Uses sound judgement to make informed decisions which consider financial/resource management and the local/wider economy and markets. 18. Creates evidence based strategies and plans which consider different options, benefits, risks and solutions to make effective decisions even in time critical situations. | |
| Creativity & Innovation | |
| <ol style="list-style-type: none"> 19. Standing back from the detail, taking a broader perspective and developing new ideas to take the organisation forward. 20. Creates strategies and plans which considers innovative, new approaches which are being trialled in other sectors. | |
| Delivering Results | |
| <ol style="list-style-type: none"> 21. Demonstrates energy and tenacity in the achievement of goals. 22. Takes initiatives which often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way, that exceeds goals and targets. 23. Looks at new challenges and not being satisfied with the status quo but not making change for change's sake. | |



Purpose of this Job Description:

Nehemiah considers this document as a “snapshot” of the job aimed at providing a clear guide at the time of writing. The nature of the housing market and the diverse nature of Nehemiah’s current and potential activities require flexibility from all employees. This profile cannot therefore ever be an exhaustive list and the post holder may be required to take on additional operational and /or strategic responsibilities commensurate with the post as the business requires.

Declaration

I have received a copy of this job description and undertake to carry out the duties as described.

Employee Signature Date

Print name