

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Housing Officer	Grade:	SO1
Reports to (Designation):	Housing Team Leader	Grade:	PO2 – PO4
Directorate:	Housing	Department:	Housing and Communities

Main Purpose of the job:

As a Housing Officer, you will deliver a high-quality, responsive and resident focused housing management services across a defined patch.

You will build positive relationships with residents, identifying issues early, and supporting people to sustain their tenancies.

The role contributes directly to creating safer, stronger communities and requires excellent communication skills, sound judgement, and the confidence to work proactively and independently.

Summary of Responsibilities and Personal Duties:

Delivering High-Quality Responsive Housing Management

- Manage day-to-day tenancy enquiries, sign-ups, viewings, process tenancy changes within procedural and statutory deadlines.
- Maintain a prompt and responsive service, ensuring residents receive timely updates and clear communication.

Handling Complaints and Customer Feedback

- Respond to enquiries and complaints in line with organisational standards.
- Produce clear, high-quality written responses that are accurate, fair, and solution-focused.
- Identify themes and opportunities for improving resident experience and service delivery.

Building Strong Communities

- Maintain a strong and visible presence across your patch, carrying out regular tenancy visits, welfare checks and walkabouts to engage directly with residents and identify emerging issues early.
- Build positive and trusted relationships with residents, working face-to-face to support tenancy sustainment, resolve concerns promptly, and promote community wellbeing.
- Attend Tenants' and Residents' Association meetings and support local engagement activities to strengthen community involvement.
- Work collaboratively with the Estates Team, reporting and following up on estate-based issues.

Supporting Residents' Wellbeing

- Identify and support vulnerable residents, using professional curiosity to recognise early signs of risk, unmet need, or changes in behaviour or household circumstances.

- Take a proactive, person-centred approach when visiting residents, ensuring concerns are explored sensitively and support needs are understood.
- Refer residents to appropriate support services and work collaboratively with partners to help sustain tenancies and promote wellbeing.
- Act promptly and professionally on safeguarding concerns, following organisational procedures, documenting observations clearly, and escalating issues without delay.

Managing Anti-Social Behaviour and Tenancy breaches

- Respond promptly to reports of nuisance and anti-social behaviour, assessing risk, gathering evidence, and managing cases in line with organisational policies and procedures.
- Work collaboratively with mediation partners and other agencies to resolve issues sensitively and effectively.
- Prepare high-quality written documentation including, case reports, witness statements, notices and legal paperwork.
- Attend court hearings and evictions when required.

Ensuring Safe Homes and Communities

- Conduct Person-Centred Fire Risk Assessments for residents requiring additional support.
- Carry out Home Checks to verify household composition, assess conditions, and identify support needs.
- Work with relevant teams and partners to address identified risks or concerns.

Working Collaboratively

- Work proactively with internal services, external partners, and multi-agency groups to resolve complex tenancy, wellbeing, safeguarding and ASB issues.
- Share information appropriately and professionally, ensuring compliance with data protection requirements and contributing to effective joint working across services and partner organisations.
- Maintain up-to-date knowledge of relevant legislation, policy, procedures and sector best practice, applying this effectively to decision-making, case management and resident support.

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: none

Number of partially managed staff: none

PERSON SPECIFICATION

Job Title: Housing Officer

Grade: SO1

Department: Housing and Communities

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community.	S
Understanding of how equality and diversity relates to this role and service delivery.	S
Knowledge	
Understanding of the current challenges faced by social housing providers and residents.	S
Awareness of relevant housing legislation, regulatory standards, and best practice.	
Aptitude	
Ability to work in partnership within the Council and with a wide range of external agencies and organisations.	S
Ability to deliver excellent and responsive customer service.	S
Ability to produce clear, high-quality written work—letters, case notes, complaint responses, and reports.	
Ability to manage conflict and maintain professionalism in challenging situations.	
Skills	
	(To Be Tested – T)
Strong written and verbal communication skills.	T
Ability to analyse information and make sound decisions based on evidence.	T
Competent IT skills including use of case management systems and Microsoft Office.	

Experience	
Experience of successfully managing challenging customers or complex cases.	S
Experience of managing and prioritising a busy workload in a high-pressure environment.	S
Experience of working collaboratively across teams, departments, and external partners	S
Experience of responding to complaints or enquiries and producing high-quality written responses	
Experience of working within social housing	S
General Education	
Educated to GCSE level (or equivalent) with good literacy and numeracy skills.	
Relevant housing or customer-service qualifications are desirable but not essential.	
Personal Qualities	
Committed to supporting residents, listening to their needs and improving outcomes.	
Takes initiative, approaches complex issues with a problem-solving mindset, and follows tasks through to resolution.	
Circumstances	
Access to a car for work purposes is desirable, but not essential.	
Able to attend occasional meetings outside normal working hours.	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** **Standard** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)