

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation: Housing Officer

Grade: SO1

**Reports to
(Designation)** Housing Team Leader

Grade: PO2 – PO4

Directorate: Housing

Section: Housing and
Communities

Main Purpose of the job:

To provide a high quality, customer focused and responsive Housing Management service to Lewisham Council residents.

Summary of Responsibilities and Personal Duties:

1. Proactively manage a variety of Housing Management functions within procedural deadlines including viewings and sign ups.
2. Carry out estate visits and inspections in a lone working capacity.
3. Build good working relationships with the local Tenant and Residents' Associations and attend out of hours meetings.
4. Manage nuisance cases effectively and liaise with external mediation partners.
5. Ensure you escalate any anti-social behaviour cases appropriately and in line with procedures.
6. Respond to correspondence and complaints and provide good quality drafts for members enquiries.
7. Identify, record, and support our vulnerable residents, signpost residents for support as required.
8. Ensure safeguarding concerns are acted on immediately and in compliance with the safeguarding procedure.
9. Work collaboratively with other departments, partners, and stakeholders to ensure multiagency responses to complex cases.
10. Take legal action as necessary. Ensure all legal paperwork is completed to a high standard to apply for possession and/or injunction proceedings.
11. Attend court hearings and evictions, always representing the organisation positively.
12. Keep abreast of all relevant legislation and good practice issues relating to the role.

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

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.

Number of fully managed staff: None

Number of partially managed staff: None

PERSON SPECIFICATION

JOB TITLE: Housing Officer

POST NO:

DEPARTMENT: Housing and Communities

GRADE: SO1

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 but 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

- | | |
|---|----------|
| 1) Awareness of and a commitment to Equality of Access and Opportunity in a diverse community | S |
| 2) Understanding of how equality and diversity relates to this post | S |

Knowledge

- | | |
|---|----------|
| 3) Understand the current challenges faced by a social housing provider, within the context of the role applied for | S |
|---|----------|

Aptitude

- | | |
|---|----------|
| 4) To work in partnership within the Council and with a range of external agencies and organisations. | |
| 5) To deliver an excellent customer service | S |

Experience

- | | |
|--|----------|
| 6) Experience of successfully managing challenging customers | S |
| 7) Experience of managing and prioritising your own workload in a high-pressured environment | S |
| 8) Experience of working collaboratively with other departments, partners, and stakeholders | S |
| 9) Experience of working within social housing is desirable | |

Circumstances

Have access to a car for work purposes is desirable
Able to attend meetings outside of normal working hours

DBS Disclosure Required?	No	<input type="checkbox"/>	Basic	<input checked="checked" type="checkbox"/>	Enhanced	<input type="checkbox"/>
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Physical

Generally, candidates must meet the standard Lewisham requirements for the post