

Job title: Specialist Housing Officer - Care & Support

Line manager: Area Manager - Specialist Housing Care & Support

Grade (if applicable): 4

Direct reports: None



Role Context:

At Peabody we are committed to providing assistance to our own vulnerable tenants and people living in our communities who need support to live well and independently. We provide specialist housing, care, and support to people who are socially excluded, disabled, unwell or homeless.

Role Purpose:

You will provide a high-quality locality-based Specialist Housing Management service to your customers within the Peabody 'accommodation based' Care & Support service. You will help support people to live happily in the place they call home, working with our customers to maintain their tenancy, and strive to be a good and considerate neighbour.

Key results:

- To provide a high-quality housing management service to tenants and licensees.
- To act as the Associations ambassador, building positive relationships with customers, licensees and their care and support providers, ensuring their homes and local communities are good places to live.
- Taking responsibility for a 'patch', liaising with other departments to aim for 'right first time' resolution of tenancy and estate issues.
- Work in partnership with internal and external support providers delivering a housing management service responsive to the requirements of the support service specification.
- Assist the Association in building positive Peabody Housing Trust Communities within your own 'patch'.
- Assist the Association in meeting its Key Performance Indicators around the Housing management function.

Success metrics:

- To ensure that Health and Safety Standards are being fully met.
- Work closely with the Customer Hub and other colleagues to achieve 'right first time' targets for customer and licensee queries.
- Respond and complete enquiries from customers, licensees, and other agencies within target timescales.
- Build strong links with customers, licensees, care and support teams and the communities within own patch.
- Be easily accessible to customers and licensees, including the use of regular surgeries.
- Ensure tenancy and license conditions are adhered to.
- Ensure that Properties, Schemes and Estates are maintained to a high-quality standard, regularly monitoring through Estate Inspections, and promptly addressing areas of concern.
- Oversee the management of gardening and cleaning services within own patch either via contractors or own caretaker services, ensuring specifications are being followed.
- Work closely with other departments, including asset management, finance, communications, general needs housing etc. to ensure the delivery of high-quality services.
- Support customers in repairs reporting and outlining customer and landlord repairs responsibilities.
- Maintain regular and constructive relationships with internal and external care and support teams adhering to agreed Joint Working Protocols/Service Level Agreements.
- Work with Asset Management and Care and Support colleagues to implement void management procedures and turn around targets, including furniture procurement where required.

- With Care and Support colleagues, implement Referral and Allocation Procedures, seeking and assessing referrals for void properties promptly and efficiently, and minimising void turnaround times.
- Ensure that viewing and sign-up processes operate efficiently and in line with procedures, where appropriate drawing on assistance from support staff and sheltered housing assistants.
- Carry out 4 weekly new tenant welcome visits to assess any needs; planning how to meet or to signpost to other agencies/services and review at least annually.
- To liaise with the repair contractor to ensure an efficient repairs service is provided to customers, escalating problems if they occur.
- Identify works required around cyclical decorations, replacements, improvements to assist Asset management in planning works programmes.
- To have input into design and layout of proposed new developments within patch.
- Identify under occupation and overcrowding, implementing strategies to address this.
- Work closely with Community Investment staff in arranging welcome and estate events.

About you:

You will be:

- Committed to providing the highest standards of customer service/care.
- Kind and empathetic and respect the individual needs of the diverse range of customers you'll be dealing with.
- Able to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
- Able to organise and prioritise your own workload as well as that of others, to ensure deadlines are met and agreed targets achieved.
- An effective communicator.
- Able to interpret/evaluate straightforward numerical and statistical data.
- A problem solver, able to manage and resolve complex queries.
- Able to outside of contractual hours at times of emergency and/or in the evenings and at weekend events, as required.

You will have:

- Experience of working in a housing management service including Estate services, maintenance, the enforcement of the tenancy agreement, Housing and Welfare Benefits advice and/or experience working in a challenging customer service environment
- Sound working knowledge of Housing and related legislation and good practice, as it relates to the management of rented, care & supported social housing.
- Excellent time management skills and the ability to meet deadlines and achieve goals.
- The ability to maintain accurate records.
- Ability to quickly assess information and situations, make common sense decisions and communicate these clearly.
- Experience of monitoring performance of external contractors and service providers, taking remedial action as required.
- Working knowledge of the relative roles and responsibilities of the various statutory organisations who may be required to provide services to our customers.
- A demonstrable commitment to ensuring Equality, Diversity and Inclusion are applied to all aspects of the work.
- A positive disposition towards change, viewing it as an opportunity to improve services, performance, and efficiency.
- Experience of working with IT systems to monitor performance.
- A full UK Driver's license
- A full enhanced DBS check

Version Date:

Signed off by: