

## **Overview of Housing Officer Role**

### **Full time, permanent position**

The Housing Management Department's main aim is to provide our customers with a high quality and customer focused service that manages our homes to the standards our customers expect. This includes a range of functions such as rent collection, estate management visits, tenant disputes and letting houses. We are a highly motivated team committed to promoting the vision and values of the Association. The core skills of the department are administration, communication, problem solving, team working, and tenant liaison

The main focus of the Housing Management department is to ensure our tenants are complying with the terms of the Tenancy Agreement. We are committed to ensuring that the legislative responsibilities and compliance requirements are adhered to and we are accountable to our Management Committee for ensuring we provide regular, accurate and specific reports on our activities.

The focus of the Housing Officer post is to oversee activities, manage services and service delivery and, where required, implement or propose changes or improvements. The Housing Officer will provide be part of a generic team dealing with all aspects of Housing Management. It is expected that the post holder will have or is willing to learn the general knowledge and skills for each area in which the team manages. Overall responsibility of the functions and output of the Housing Management team is provided by the Housing Manager who reports to the Chief Executive Officer.

The core skills are administration, including a good working knowledge of Microsoft Office packages and ideally, HomeMaster to produce standard letters and utilise the functionality available for the preparation of performance management reports. You must be an excellent communicator (written and verbal), which is key to interacting with our customers, colleagues and other external agencies. Further, an overall competency relating to Welfare Benefits is desirable to help maximise tenant's income. Working effectively and efficiently, both within a team setting and on your own and demonstrating an ability to make informed decisions is crucial to this role.

All staff of the Association must understand and implement the core behaviours of Clydesdale Housing Association and understand and adhere to the Terms and Conditions of Employment and the Association's Code of Conduct. Adherence to Equality practices and relevant GDPR and FOI legislation will be expected

The full job itemised job description is attached.