

CLYDESDALE HOUSING ASSOCIATION LIMITED

JOB DESCRIPTION

POST: HOUSING OFFICER

SALARY: PA22 – PA25

1. OBJECTIVES OF THE POST

- 1.1 To support and assist the Housing Manager in the provision of an effective housing management service to the Association and its tenants.
- 1.2 To participate in the formulation and periodic review of policies and procedures in housing management and maintenance.

2. ACCOUNTABILITY

- 2.1 The Housing Officer will be accountable to the Housing Manager, then to the Chief Executive and Management Committee.

3. DESCRIPTION OF DUTIES

3.1 Committee Servicing

- 3.1.1 To assist the Housing Manager in the preparation of Housing Management reports for the Management Committee on all matters relating to Housing Management.
- 3.1.2 Attend Committee of Management meetings as and when required in the absence of the Housing Manager or to report on specific issues.

3.2 Housing Management

- 3.2.1 Assist with the formulation of policies, procedures and systems for the effective management of the current and future housing stock.
- 3.2.2 Allocate properties for let in accordance with the Association's allocations policy and agreed targets.
- 3.2.3 Advise applicants and tenants on housing management issues such as tenancy agreements and payment of rent.
- 3.2.4 Be responsible for monitoring rent arrears and initiating appropriate action.
- 3.2.5 Liaise with South Lanarkshire Council regarding Housing Benefit and DWP for Universal Credit referrals as and when necessary.

- 3.2.6 Assessing housing needs of individual applicants in accordance with approved policy.
- 3.2.7 Liaise with South Lanarkshire Council on Section 5 referrals.
- 3.2.8 Provide information on housing demand and other matters for use in the development process when required.
- 3.2.9 Carry out estate inspections to ensure the proper upkeep and maintenance of gardens, stairs, common entrances and other common areas etc., and take appropriate enforcement action whenever necessary.
- 3.2.10 Investigate and respond to tenant complaints regarding neighbour disputes, excessive noise, anti social and other activities which are contrary to the Conditions of Let and where and when necessary take appropriate action including liaison with other relevant agencies to resolve the matter.
- 3.2.11 Undertake any other activities consistent with any Lease Agreements which are necessary to ensure the effective management of the housing stock.

3.3 Administration

- 3.3.1 Ensure accurate recording of all Housing Management processes using HomeMaster software. Ensure there are audit trails for key activities.

4. Performance Management

- 4.1 Complete statistical returns every month or as required and submit to the Housing Manager within the timescales set out in the Performance Management Procedures.
- 4.2 Meet with the Housing Manager as required to discuss activity undertaken in relation to performance levels.

5. Other Duties

- 5.1 Assist in the publicity and promotion of the Association to further its aims.
- 5.2 Attend seminars and other training events as appropriate.
- 5.3 Assist in responses to consultation documents, research projects and other requests for information from outside bodies.
- 5.4 Participate in the preparation of the Association's business plan, annual report and other policy documents and reports.

5.5 Carry out any other tasks commensurate with the grading of the post at the request of the Housing Manager, Depute Chief Executive or Management Committee.

5.6 Co-operate with other staff and contribute to the affairs of the Association to the best of your ability.

6. HOURS

6.1 This post is full time and the postholder is required to work 35 hours a week.

6.2 Some work outwith normal office hours will be required for which time off in lieu will be awarded.

7. CONDITIONS OF SERVICE

7.1 The postholder is employed in accordance with the Employers in Voluntary Housing's Conditions of Service which may be reviewed from time to time.

8. SALARY

8.1 The salary for this post is in accordance with the current scales for an EVH Grade 7 post.

8.2 The initial placing on the scale will be decided by the Committee of Management.