



JOB DESCRIPTION

Job title: Housing Officer (graduate trainee)

Reporting to: Chief Executive

Job Purpose:

- To provide the job holder with comprehensive training and development in all aspects housing management, finance, and office administration
- To support the job holder, over a 2 year period, to complete a course of study leading to full chartered membership of the Chartered Institute of Housing
- To work with members of the WHH team in delivering an excellent service to WHH's customers
- To carry out research and other bespoke work on behalf of line managers and Board members

The intention is that this brief will be developed into a more detailed description of key duties after the job holder has completed the probationary period. Main duties will be the following:

Property Inspections

- Carry out a regular programme of inspections of all WHH's properties, ensuring that every property is inspected twice yearly with a report being provided for the management team
- Ensure that work to remedy any defects is ordered, and that decisions are made as to whether work needs to be carried out immediately or can be carried out on a planned or cyclical basis

Rents, Service Charges, Debt Recovery

- Ensure that prompt action is taken to manage and recover rent arrears and any unpaid service charges. This includes attendance at Court, and arranging evictions following the award of possession orders
- Liaise with providers of welfare benefits to ensure that all customers receive their full entitlement to all benefits

Allocations

- Ensure that a register of applicants is in place for each location, and that the register is regularly updated
- Liaise with local authorities, the services team, and any other relevant agencies to ensure that there is a regular supply for potential applicants.
- Ensure that properties are all allocated in line with WHH's allocations policy, with particular reference to the short and longer term suitability of the property for the applicant

Repairs

- Carry out inspections for repairs, allocating work to the correct level of priority
- Ensure that a minimum of 1 in 5 jobs carried out by the Handyperson are post inspected and that 1 in 4 jobs carried out by external contractors are inspected following completion. Deal with any issues of poor performance or customer dissatisfaction
- Work to enable customers to report repairs correctly, giving clear guidance on which repairs may be rechargeable

Finance

Work with the Finance Manager on the following:

- Lease management - maintain a schedule of lease payments and to initiate lease renewals.
- Reconciliation of supplier payments to bank payments.
- Carry out work on reviewing Service Charges, and ensure that tenants are properly consulted on any changes
- Maintain and reconcile the Sales Ledger, Rent Accounts and Housing Benefit Payments

Health and Safety

On an annual basis, acting under supervision, arrange:

- PAT Testing for properties and make arrangements to rectify any problems
- Annual Gas Safety checks for properties, ensuring gas safety certificates are all up to date, maintain a record of all inspections, and deal with any items needing attention
- On an annual basis arrange Fire Risk Assessment for properties
- Legionella testing for all properties that require an annual check

Invoices, accounts, and data inputting

- Record data from purchase invoices relating to maintenance work orders and budgets
- Data collation of purchase invoices for payment and input to financial systems
- Assist the with Finance Manager in verifying accounts as required

Customer Involvement

- Encourage tenants to contribute to decision making within WHH and explore ways to facilitate involvement

Other Duties

- Contribute to information reports for the management team and the Board
- Carry out any other duties that may be required for the successful fulfilment of the post, and which are commensurate with the objectives of the job
- Occasional attendance at meetings outside of office hours may be required

Housing Officer (trainee)

Person Specification

E = Essential D = Desirable

Education and Qualifications

- A graduate, in any discipline, preferably with at least a 2:2 Honours degree (E)
- Committed to developing a career in housing (E)

Job Skills

- A confident use of all Microsoft packages (E)
- Able to communicate clearly both verbally and in writing (E)
- An understanding of property maintenance (D)
- Ability to relate to people appropriately at all levels in a work situation (D)

Experience

- Some previous experience in a customer facing role, in a paid or a voluntary capacity (D)
- An understanding of role and function of housing associations, and the inter relationship with local authorities (D)
- Previous experience of working in an office environment (E)

Personal Qualities

- Has a “can do” attitude (E)
- A good team worker (E)
- A flexible approach to work (D)

Other

- The use of own vehicle, and hold a full valid UK driving licence (D)
- Able to work in the UK on a permanent basis (E)
- Willing to undergo an enhanced DBS check (E)
- An understanding of and a commitment to equality and diversity (E)