

<b>Designation:</b>	<b>Senior Housing Officer</b>
<b>Grade:</b>	<b>Stroud 5</b>
<b>Hours:</b>	<b>37</b>
<b>Location:</b>	Ebley Mill
<b>Job Purpose:</b>	<b>To ensure the delivery of an effective Tenancy Management service by monitoring the activities of the team against KPI's. To work in partnership with internal and external teams and agencies. Ensure implementation of the ABCD model and the Housing HUBS.</b>
<b>Responsible to:</b>	<b>Housing Manager</b>
<b>Responsible for:</b>	<b>Neighbourhood Management Officers</b>

## KEY DUTIES

- To supervise Neighbourhood Management Officers including undertaking regular one to ones
- To lead and take effective responsibility for the diverse client needs on an assigned Community Cluster
- To be involved in and to monitor the conditions of the external environment of the councils neighbourhoods and implement the Asset Based Community Development approach
- To co-ordinate, supervise and monitor all legal technical aspects on housing management issues To administer any budgets, resources and equipment related to the provision of the housing management services as directed by your Line Manager
- To attend and represent Tenant Services in external partnership meetings, voluntary agencies and Housing HUBS as directed and agreed by your manager
- To identify, set, and monitor estate plans to deliver improvements to our estates and neighbourhoods
- To keep up to date on best practice providing training and development to strengthen the team knowledge
- To undertake sample audits in all areas of tenancy management, evaluating the standard of work being delivered, providing assessment reports to your Line Manager

- To lead on projects as directed and supported by your Line Manager
- To keep up to date with the national and local policies affecting the delivery of the housing management service
- To ensure implementation and compliance of the White Paper

## SKILLS AND KNOWLEDGE

- Experience of tenancy management and enforcement
- Able to supervise, motivate and develop a team of staff, playing a key role as the centre and driver for the teams progress and success
- Sound knowledge of landlord and tenant legislation
- Good communication and negotiation skills
- Ability to deal with people in challenging situations
- Work subject to deadlines involving problem solving, changing circumstances or demand

## COMPLEXITY AND CREATIVITY

To have a good understanding of the complexity involved in tenancy management issues and ensure that the appropriate level of fairness, investigation, sensitivity support and enforcement are applied and balanced with the search for creative solutions that may also seek a mediated or other more effective efficient and economically viable outcome.

Creativity is a feature of the job but exercised within the general framework of recognised procedures

## JUDGEMENT AND DECISIONS

- Judgements and decisions will impact on the lives of customers, in some case very significantly. Making the right decision, based on a thorough and high quality investigation is crucial, as error can lead to challenge and other impact
- Work carried out within programmes and objectives where there is a wide range of choices and where advice is not normally available and/or decisions where policy, procedures and working standards provide only general guidelines

## CONTACTS

- Members of the Council
- Members and staff of other local authorities/partner agencies
- Suppliers and contractors
- Members of the public

## RESOURCES

Financial resources will be limited to improvement ideas for the Community Clusters in line with ABCD

## TRAVEL DESIGNATION

Mileage travelled on Council business will be reimbursed at the HMRC rates in accordance with the Council's Travel & Subsistence Policy

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.

- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*