The Place Directorate

Job Description

Post: Housing Officer  Grade: GR4
Division: Housing Transformation  Section: Housing Management

1. **Job Purpose**
   
   1.1 To deliver a consistent, excellent, reliable, customer focussed, Housing Management
   
   1.2 Undertaking the full range of housing management duties which may vary according to the size and profile of the area.
   
   1.2 Using prevention, early intervention education and enforcement approaches, will ensure the proper management of council tenancies in accordance with BCCs Tenancy Management policy and related procedures and in compliance with all relevant legislation, regulatory codes, guidance and professional practice
   
   1.3 Will play a proactive role in the provision of a multi-agency problem solving service around people, property, place, and sustaining tenancies
   
   1.4 Required to work a 36.50 hour week with attendance on a time in lieu basis at meetings outside of normal office hours as and when required.
   
   1.5 Place of work may change within the City to meet the needs of the service.
   
   1.6 To be assigned, as part of a flexible and responsive housing service, to designated service areas, projects or issues according to the needs and priorities of the business

2. **Core Duties & Responsibilities**

   2.1 Case manage complex, high level, and/or escalated cases from Neighbourhood Officers and maintain accurate case management and other administrative records according to the required standards and procedures and by using appropriate IT systems.
   
   2.2 Investigate and respond to complaints and enquiries within corporate standards and timescales.
   
   2.3 Will regularly prepare and present, reports to internal and external audiences on the performance of the activities under your control and make recommendations on a course of action where appropriate
   
   2.4 Will attend and lead in meetings with customer groups to assess the ongoing requirements of the housing service and determine appropriate actions to respond to findings.
2.5 Working with customers and staff, ensure the proper management of council tenancies in accordance with policy and in compliance with all relevant legislation, regulatory codes, guidance and professional practice and internal policy and procedures. Take appropriate action when tenancy conditions have been breached including, recognising and reporting potential housing fraud and act on outcomes/actions recommended by Birmingham Audit.

2.6 Meet all relevant key performance indicators and individual targets and objectives.

2.7 Assist residents by giving advice on Council services and signpost customers to the appropriate internal and external agencies ensuring that any safeguarding issues / concerns are reported accordingly.

2.8 Provide advice and assistance on all aspects of the housing service during customer interactions including face to face interviews, home visits, telephone calls, inline, email and written correspondence, social media, community meetings and council business meetings. Contribute to the production of regular newsletters, annual reports, and social media postings etc.

2.9 Educate and inform residents and staff on changes to welfare benefits to minimise their impact and provide sign posting and where appropriate, give general advice and guidance on welfare benefits, reform, budgeting and income maximisation to enable tenants to sustain their tenancy.

2.10 Using a holistic, problem solving and cost effective approach, establish contacts and participate with multi agency forums and where appropriate act as lead agency with regard to housing, environment, children and adult issues.

2.11 Be aware of and give information on the range of housing offers within the city to assist meeting housing needs such as new build provision, registered social housing and private rented sector activity, mutual exchange schemes and home options.

2.12 Ensure all work is carried out in compliance with the Data Protection Act and Human Rights Act and the Equalities Act.

2.13 Respond to all telephone enquires in a polite and helpful manner following Birmingham City Council’s telephone protocol.

2.14 Deliver and champion a proactive approach to give tenants opportunities to upskill, remove barriers to work and find employment.

2.15 Promote and actively support BCC safeguarding policies and procedures, carry out appropriate assessments to inform effective referral or signposting to appropriate service areas or agencies.

2.16 Ensure that all working practices, methods, materials, uniforms PPE and equipment conform to the requirements of current Health and Safety Legislation and appropriate safe working practices are implemented, Including identifying health and safety training needs for staff and services under your control.

2.17 Ensure information systems are updated with appropriate data to support performance monitoring.
2.18 Encourage and support resident participation and involvement in BCC activities in delivering a comprehensive landlord service.

3. **Specialist Responsibilities**

In addition to the core generic requirements of this role, a number of specialist roles may be allocated by the Head of Service depending on individual skills and experience and business need. The specialist roles and responsibilities and knowledge, skills and experience requirements are summarised within the schedule accompanying this job description.

4 **Supervision Received**

4.1 **Supervising Officer Job Title:** Designated Place Manager or equivalent

4.2 **Level of Supervision:** Day to day advice and guidance from the designated Place Manager or equivalent

5 **Supervision Given**

5.1 Day to day performance monitoring and supervision of office based, dispersed and estate based staff including management of leave, sickness records, conduct return to work interviews, attendance review meetings and put into place Attendance Improvement Plans when necessary, ensuring that compliance with Birmingham City Council’s Managing of Sickness Absence Procedure.

5.2 Carry out appraisals, monthly one-to-ones and develop training plans.

5.3 Training and induction of new staff including apprentices, trainees and work placements

5.4 Chair regular team meetings

5.5 Supervise, quality assure and monitor compliance the work and case management of line reports i.e. Neighbourhood Officers and take appropriate action to address gaps in quality and performance.

5.6 Where appropriate, undertake disciplinary action and respond to grievances in line with BCC policy and procedures.

5.7 Maintain all staffing records as appropriate ensuring that all records are up to date and recorded on corporate systems

5.8 Ensure Health safety and wellbeing of employees in line with the Councils Health and Safety Policies and procedures

6. **Special Conditions**

6.1 Where requested, wear the official uniform and identity badge at all times whilst on duty.
6.2 From time to time you will be required to help identify your training needs in partnership with your manager, develop strategies to enable you to meet those needs, in line with the objectives of the organisation.

6.3 Attend meetings, including community meetings, outside of normal working hours when necessary.

6.4 Have an understanding and maintain current knowledge and effective administration of legislation pertinent to the specific role.

6.5 Observance of all relevant BCC policies and procedures including HR, health and safety, equalities, financial and budgetary regulations, is required at all times.

6.6 Deputise in the absence of the Place Manager or equivalent.
# Person Specification

**Post:** Housing Officer  
**Grade:** GR4

**Division:** Landlord Services  
**Section:** Various

**Method of Assessment (M.O.A.)**  
A.F. = Application Form; I = Interview; T. = Test or Exercise;  
C. – Certificate; P. – Presentation

<table>
<thead>
<tr>
<th>CRITERIA</th>
<th>ESSENTIAL</th>
<th>M.O.A.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Experience (Relevant work and other experience)</td>
<td>Experience of supervising staff</td>
<td>AF I</td>
</tr>
<tr>
<td></td>
<td>Experience of the telecare and social alarm industry would be desirable.</td>
<td>AF I</td>
</tr>
<tr>
<td>Skills &amp; Ability</td>
<td>Strong written and verbal communication skills and the ability to apply these through a range of media to internal and external audiences with differing needs.</td>
<td>I AF</td>
</tr>
<tr>
<td></td>
<td>Ability to work independently and as part of a team with a proactive, problem solving approach.</td>
<td>I AF</td>
</tr>
<tr>
<td></td>
<td>Ability to use and interrogate IT equipment and able to use packages such as Microsoft Word, Excel, PowerPoint</td>
<td>P</td>
</tr>
<tr>
<td></td>
<td>Ability to build and sustain working partnerships and relationships within and across organisational boundaries including external providers.</td>
<td>I AF</td>
</tr>
<tr>
<td></td>
<td>An up to date knowledge and understanding of housing landlord and tenant policy, legislation and market context</td>
<td>I AF</td>
</tr>
<tr>
<td></td>
<td>Understanding of and ability to comply with relevant legislation, including health and safety and equality in service delivery, service provision and employment.</td>
<td>I AF</td>
</tr>
<tr>
<td></td>
<td>Ability to prioritise, implement and monitor work with conflicting priorities in line with targets and objectives in a pressurised environment</td>
<td>I AF</td>
</tr>
<tr>
<td></td>
<td>Ability to analyse data and legislation to inform service delivery</td>
<td>I AF</td>
</tr>
<tr>
<td></td>
<td>Ability to work with people in challenging circumstances and to maintain a calm and professional approach in difficult situations</td>
<td>I AF</td>
</tr>
<tr>
<td></td>
<td>Ability to manage resources including people budgets</td>
<td>I AF</td>
</tr>
<tr>
<td></td>
<td>Excellent case management, planning and organising skills</td>
<td>I AF</td>
</tr>
<tr>
<td>Ability to lead a team in a dynamic and changing work environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to undertake risk assessments and implement/monitor safe working practice</td>
<td>I AF</td>
<td></td>
</tr>
<tr>
<td><strong>Training</strong></td>
<td>Willingness to undertake training as necessary to perform duties to a high standard.</td>
<td>I AF</td>
</tr>
</tbody>
</table>
| **Education/Qualifications**  
**NB:** Full regard must be paid to overseas qualification |  |
| **Other** |  |

All staff are expected to **understand** and be **committed** to Equal Opportunities in employment and service delivery.