

## **Orkney Housing Association Limited Housing Services Officer Job Description**

### **Statement:**

You will work in a way that shows genuine commitment to providing a great quality of service for all our customers. This will mean demonstrating, by word, action and measurement that the views and opinions of customers are taken into account in all aspects of service delivered by you, or by those whom you manage. You will also contribute actively to the Association's "one business" approach to working with colleagues in different parts of the organisation.

### **Objectives of Post:**

- To assist the Director of Operations & Senior Housing Officer (Housing Management) in delivering a comprehensive Housing Management service to the Associations service users.
- To participate in the delivery of a great housing and customer service.
- To provide support to the Director of Operations and Senior Housing Officer (Housing Management).

### **Reporting to:**

- Senior Housing Officer (Housing Management)

### **Responsibilities:**

- Administration of the list for rented accommodation and assessment of housing applications.
- Undertake end of tenancy and new tenancy procedures.
- To effectively and efficiently manage rent and service charge income, arrears and rent registrations in a designated patch.
- Assist with the monitoring of tenant satisfaction.
- Assist in the provision of support to individuals and families in the maintenance of their tenancies.
- Assist in the development and promotion of customer engagement.
- Ensure that customer contact records are updated in a timely manner.
- Preparation of correspondence and documents relating to all housing services.
- Respond to enquiries from residents and the general public regarding housing management matters.
- Deliver housing information and advice in line with Scottish National Standards.
- Other duties consistent with the provision of an efficient and courteous service.

### **Key Tasks:**

- Administration of the waiting list.
- Administration of the Choice Based Lettings Scheme and processes involved.
- Undertake short-listing from housing lists and subsequent home visits.
- Administration of medical priority in conjunction with nominated medical representative.
- Draw up offers of tenancy and subsequent rent letters.

- Assist in the induction to tenants and sharing owners.
- Record allocations decisions.
- Accompanied viewing of properties to prospective tenants.
- Liaise with OIC's Housing Division on Section 5 Referrals and Nominations.
- Carry out settling in visits.
- Undertake home visits in relation to debt control.
- Clarifying to residents the Association's respective responsibilities regarding repairs.
- Provide advice and assistance on issues relating to tenancy management.
- Liaise with other agencies on the provision of support.
- Attend to breaches of the tenancy and occupancy agreements as appropriate.
- Attend out of hours meetings as requested and in liaison with the Director of Operations and the Communications & Engagement Officer.
- Respond to incidents of anti-social behaviour in accordance with Policy and Procedure.
- Carry out estate inspections, including responding to complaints and liaising with Senior Housing Officer (Housing Management) where appropriate.
- Assist in the delivery of both first and subsequent sales for the LCHO options.
- Assist in the delivery of the Factoring service for all LCHO residents and owner occupiers within Association's schemes.

#### **Other Duties:**

- Any other duties consistent with the post, as required by the Director of Operations or Senior Housing Officer (Housing Management).

#### **Authorities:**

- Responsibility for procurement and other authorities in line with the Procurement Policy and Scheme of Delegations.

#### **Specific Conditions of Post:**

- Essential car user and ability to travel around Orkney.
- Attendance at appropriate meetings and conferences off Orkney.
- Compliance with Data Protection Act 2018 and UK General Data Protection Regulations.

#### **Working Conditions:**

- Hours of work:       1. Office based but frequent out of office work required.  
                               2. Normal office hours 9.00am-5.00pm with an hour lunch break co-ordinated with other staff to ensure continuous cover.  
                               3. Out of office hours work as required.
- Place of work:       Association's office and some home-working by arrangement