



HOUSING OFFICER

Recruitment pack

Homes in Sedgemoor

Bridgwater House, Kings Square,
Bridgwater, TA6 3AR

Phone: 0800 585 360

Email: jobs@homesinsedgemoor.org





Welcome to Homes in Sedgemoor

Dear Applicant,

Thank you for your interest in working with us at Homes in Sedgemoor. This is a great opportunity for an outstanding professional to join us at an exciting time.

The successful candidate will be joining an award-winning organisation committed to colleague engagement, where every colleague is valued and heard. We can offer you excellent professional development, training and support to enable you to achieve your full potential.

If this role excites you and you are keen to join a small but passionate team of people working for our customers and a leading Arms Length Management Organisation (ALMO) then we look forward to hearing from you.

Within this pack are all the details about the role and the recruitment process and key dates. However, if you require any further information or would like to discuss the role, please contact us by emailing Jobs@homesinsedgemoor.org.

We look forward to receiving your application.

Julia Paling

Head of People & Communications

What we offer

We want Homes in Sedgemoor to be a great place to work, where colleagues are proud to work for the organisation. As well as working alongside some amazing colleagues to provide great services to our customers, we offer a range of benefits.



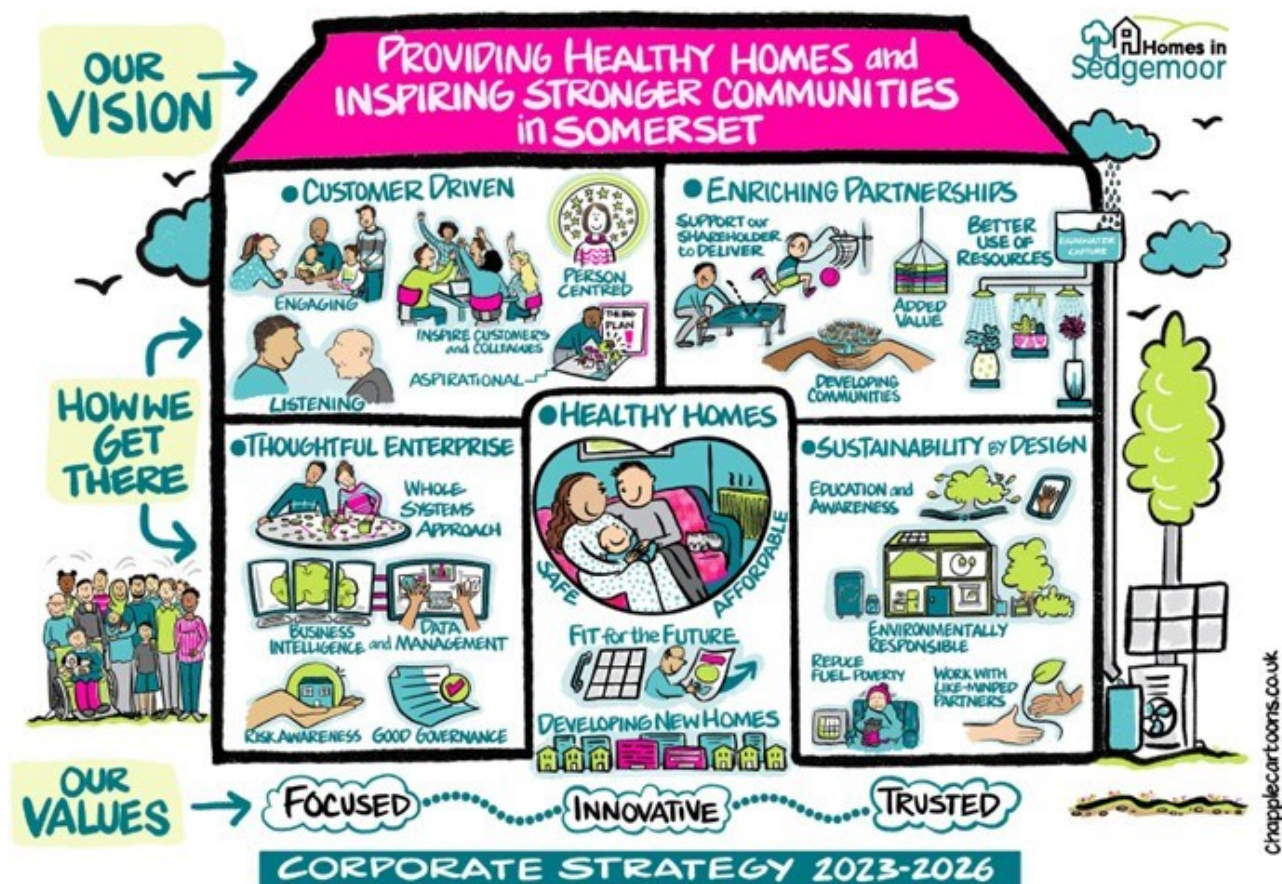
- We recognise the importance of a work life balance and our hybrid working policy allows you to adapt. In addition to flexible working, you can accrue extra time off via our flexi scheme.
- Up to date, modern equipment provided whether working at home or in the office. We also offer a contribution towards the cost of a desk.
- Generous holiday allowance which rises with service.
- You'll be auto enrolled into the Local Government Pension Scheme where we will contribute 19.9% of your salary.
- We pay more than the statutory parental leave and work with you to balance work and life commitments.
- We offer a 24-hour helpline and access to welfare and lifestyle advice, including counselling. We have also supported colleagues to become Mental Health First Aiders.
- Great learning and development opportunities.
- We celebrate success linked to our values including HiS Heroes and long service.
- If your role requires a certain amount of travel, you will receive a car allowance.
- Access to discounts for sport, leisure, and entertainment activities.

About Homes in Sedgemoor

Here at Homes in Sedgemoor, our customers are at the heart of everything we do. We're the largest housing provider in Sedgemoor, managing more than 4,000 properties on behalf of Somerset Council. We ensure good quality, safe homes, are provided to the people who need them most.

Just a few of our accolades include a Top 50 Landlords Award, Investors in People Gold Award, and UK Customer Experience Awards, and we've got big plans for the future.

Our current strategy



FOCUSED

INNOVATIVE

TRUSTED

Role Profile

Job Title: Housing Officer

Duration: Permanent

Salary: £31,364 - £33,945 (pay award pending)

Annual Leave: 25 Days, plus bank holidays

What will I have to do?

You will:

- Manage an allocated workload across a defined patch area in Sedgemoor and deliver a range of proactive services that respond to the needs and aspirations of all customers.
- Work with team members and other teams to deliver a customer-focused service which minimises void loss and maximises income.
- Report to the Housing Team Leader for your area and work with other Team Leaders to deliver services including the management of anti-social behaviour, letting empty homes, income management and customer engagement and involvement.
- Be flexible in your ability to work from home, the office and to carry out home visits in line with Homes in Sedgemoor (HIS) policy, legislation, and current risk assessments.

What will I have to do? You

will:

Lettings:

- Manage the end-to-end lettings process for social housing properties, including completing verifications, conducting viewings, and processing applications.
- Coordinate with internal teams and external stakeholders to facilitate the allocation of properties to eligible applicants in a timely manner.
- Work closely with housing applicants to assess their eligibility and housing needs, providing support and guidance throughout the application process.
- Provide ongoing support to tenants, addressing inquiries, resolving issues, and ensuring compliance with tenancy obligations.
- Coordinate and identify internal moves and manage this process where required.
- Allocate homes and manage tenancies within your designated neighbourhoods, including all tenancy and leasehold matters, and estate management within Homes in Sedgemoor's (HIS) policies and standard operating procedures.

Tenancy and estate management:

- Act as the primary relationship manager for between 800-1000 of our customers - providing and coordinating an effective front facing customer service and working collaboratively with colleagues across the organisation to ensure services are delivered in line with our values, policies, and operational standards, and to maximise outcomes for customers and Homes in Sedgemoor.
- Deal with a range of tenancy related matters such as property inspections, hoarding issues, tenancy audits/ 6-month reviews, decants, successions, assignments, use and occupation cases, abandonments, hate crime, anti-social behaviour, domestic abuse,

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permission requests, pest control, safeguarding, tenancy fraud, untidy gardens, mutual exchanges etc.

- Work closely with compliance team and support them with access to property / liaise with contractors and support with injunction referrals and tenancy breaches.
- Attend residents' meetings, hold drop-in sessions and be involved in resident events such as skip days, consultation events etc.
- Take effective and proactive action to manage your designated neighbourhoods and support your colleagues to deliver the same.
- Work collaboratively with all other teams across the business supporting them in their work and provide cover and guidance, as necessary.
- Take effective action to deliver excellent performance and address service quality failures, adhering to Homes in Sedgemoor's service standards
- Respond to and take ownership for resolving all reported cases of anti-social behaviour, harassment, domestic abuse, hate incidents, tenancy fraud or other breaches of contract within your defined patch.
- Proactively and robustly managing sustainable tenancy agreements ensuring tenants understand and fulfil their tenancy obligations.
- Contribute to the development of new schemes from early proposals through to successful and sustainable management.
- Proactively and robustly managing estates to ensure they are well presented at all times ensuring relevant repairs are raised.
- Oversee the quality of estate services and service contracts to agreed standards and ensuring delivery of value for money.
- Provide support and assistance to tenants, including resolving complaints, offering guidance on housing-related issues, and signposting to relevant support services.

Anti-Social Behaviour:

- You will be responsible for tackling antisocial behaviour within our community, ensuring the safety and well-being of residents. You will work closely with stakeholders, law enforcement agencies, and local authorities to address and prevent incidents of antisocial behaviour effectively
- Conduct joint visits with Police, social services, probation etc.
- Prepare court statements, collate witness statements and prepare all exhibits to refer cases to court for possession, injunctions, closure orders, suspended possession orders etc. when a resident is in breach of their tenancy.
- Attend court for your anti-social behaviour cases as a witness.
- Attend ASB case reviews, multi agencies meetings, One Team, Police priorities etc.

Risk Assessments:

- Conduct thorough risk assessments of safeguarding and anti-social behaviour concerns, working collaboratively with relevant agencies and professionals to support residents to sustain tenancies and ensuring appropriate action is taken.
- Identify risks relating to cases and manage this risk whilst working to resolve cases.

Incident Management:

- Respond to safeguarding concerns and incidents promptly and effectively, ensuring appropriate action is taken to protect the individual at risk, whilst taking appropriate action against perpetrators and follow relevant reporting procedures.

- Respond to reports of antisocial behaviour from residents and other stakeholders, conducting thorough investigations and taking appropriate action to address concerns.
- Enforcement Actions: Utilise enforcement measures such as warning letters, injunctions, and possession proceedings where necessary to address persistent antisocial behaviour and protect vulnerable residents.
- Be part of the Officer Safety register review panel, complete paperwork and oversee the unreasonable behaviour process when customers have breached their tenancy.

Case Management:

- Manage a range of cases to resolution, maintaining accurate records and documentation in accordance with Homes in Sedgemoor's policies and procedures.
- Maintain accurate records of antisocial behaviour incidents, interventions, and outcomes using our case management systems, ensuring compliance with data protection regulations.

Support Services Referrals/ Partnership working:

- Identify and refer individuals involved in antisocial behavior, domestic abuse to appropriate support services, such as mental health support, substance abuse treatment, SIDAS, village agents, adult and children social care, housing advice etc.
- Provide emotional support and intervention when dealing with high level cases such as hate crime, domestic abuse and anti-social behaviour.
- Develop safety plans with customers whilst making referrals to external agencies to ensure customers are safe.
- Work in partnership with a range of colleagues and stakeholders, e.g., internal departments, Somerset Council (SC), Clean Surrounds, Police, Councillors, other housing organisations to maximise service quality and support communities and customers.

Budgets/Income:

- Be aware of internal budgets and have an awareness of how best to use and utilise budgets to support residents to sustain tenancies and support with anti-social behaviour and domestic abuse cases.
- Support residents to maximise their income by completing income an expenditure forms and referring to external agencies to support with residents' finances.

Working Conditions:

- This role may involve exposure to sensitive or distressing information related to safeguarding concerns and incidents.
- Flexible working hours may be required to respond to safeguarding emergencies or attend meetings outside of regular office hours.
- This role may involve exposure to challenging and potentially confrontational situations when dealing with antisocial behaviour incidents.

What do I need to be Successful?

You will:

- Be able to deliver high standards of customer service and performance in a housing, neighbourhood management or customer- service related field.
- Excellent communication and negotiation skills, with the ability to de- escalate tense situations and build rapport with diverse individuals.
- Sound judgment and decision-making abilities, with a commitment to fairness whilst supporting vulnerable residents to sustain their tenancies.
- Have the skills and knowledge to manage a caseload of work that responds to the needs and aspirations of customers.
- Be able to demonstrate a sound knowledge of housing management, housing law and best practice relating to neighbourhood and tenancy management, or a similar framework.
- Strong understanding of relevant legislation, policies, and procedures related to antisocial behavior management, domestic abuse, safeguarding and other housing management functions.
- Have excellent decision-making abilities, with a proactive approach to problem-solving and risk management.
- Ability to work effectively in a fast-paced environment adapting to be able to manage competing priorities.
- Have knowledge, experience and / or skills associated with management of anti-social behaviour, including the legal tools and powers available and best practice to deal with a range of anti-social behaviours.
- Thorough understanding of safeguarding legislation, including but not limited to child protection, vulnerable adults, and domestic abuse.
- Strong communication and interpersonal skills, with the ability to communicate complex information sensitively and effectively with diverse audiences.
- Knowledge of ensuring the effective day to day delivery of contracts including caretaking and cleaning services.
- Ability to use mobile IT devices as part of day-to-day estate work.
- Ability to apply your skills to motivate, support, influence and organise work to deliver high quality services.
- Adhere to good information security including General Data Protection Regulations (GDPR)
- Have well-developed interpersonal skills
- Can demonstrate effective problem-solving skills
- Good knowledge of housing management and reporting systems, or similar, and an ability to analyse and interpret information to support service delivery.
- Have knowledge of income management work and best practice, preferably in a housing organisation context.
- Ability to produce reports and other written work in accordance with HIS corporate communications guidelines, at the agreed standard and on time. Agreed standards may include:
 - Good knowledge of Microsoft Office, including spreadsheets and emails.
 - GCSE level A-C in English and Maths, or equivalent
 - You may have a university degree or appropriate housing qualification

- You may be a Member of the Chartered Institute of Housing

How will I evidence my success? You will ...

- Successfully meet the KPIs (Key Performance Indicators) and objectives agreed for you and your team.
- Work with partners, customers, and other stakeholders to develop tenancy management services and leasehold services which achieve the most positive outcomes possible.
- Support Community Enablers to deliver neighbourhood and community events which focus on customer needs, expectations, and aspirations.
- Monitor service delivery to ensure contracted neighbourhood services meet customer needs.
- Be familiar with budgets for each service area and assist in the delivery of services always ensuring value for money.
- Meet or exceed targets regarding all aspects of neighbourhood management performance including letting new homes, management of anti-social behaviour and delivering estate-based services.
- Support the production of reports, policies, procedures, and other appropriate documents that ensures the effective delivery of services
- Take a proactive approach in team meetings, at 121's and appraisals.
- Take responsibility for identifying training needs, updating knowledge of changes in legislation, best practice, and other developments.

Recruitment Timetable

Activity	Proposed Dates
Recruitment opens	Friday, 18 October 2024
Closing date	Thursday, 31 October 2024
Shortlisting	Friday, 1 November 2024
Formal interviews	Tuesday, 5 November 2024

How to Apply

Please visit our website www.homesinsedgemoor.org/about-us/work-with-us and select the 'apply now' button to complete our online application form.

You will be asked for full contact details for two referees (including your current employer if applicable). Please note we will not request references without your prior permission.

All appointments are subject to two satisfactory references, a DBS check and access to a vehicle for work purposes.

Alternatively, you can write us a letter to the Homes in Sedgemoor address:
The People Team, Homes in Sedgemoor, Bridgwater House, King Square Bridgwater
TA6 3AR.

The closing date for applications is **Thursday, 31 October 2024, at 5pm.**