

# Recruitment Pack

## Housing Officer

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## SHAL Housing **Learning how we become the best we can be**

We're looking for someone who believes in people and their potential to achieve more. You'll be responsible for developing a relationship that's built on mutual-trust specifically with around 350 SHAL households and, along with everyone else at SHAL, with all the people who live in our 715 homes. You will use a solutions focussed approach to working with people on your patch and with colleagues. You don't need to be doing this now as we will develop that together in SHAL. To be happy in this role you are likely to be someone who loves working with people and seeing them achieve for themselves; someone who always sees the way to create a better future rather than getting bogged down in problems.

### **This role means:**

- Spending your time with tenants at home and in their neighbourhoods rather than in the office. Most of our tenants work so it won't be a 9-5 job. You will be flexible about when you work so you can respond to what works for your customers
- Being straight with people in a kind way, making sure that people know they have choices and what the consequences of their choices mean.
- Identifying and creating relationships with the agencies and people who can help you deliver customer value
- Networking with your customers so that they get to expand the contacts they have which will help them build the life they want

SHAL is a small housing association with a big ambition to be the best we can be, to develop new homes, to improve the homes we have already and to work with partners to build the impact we have in the communities where we work across Somerset.

We are a company where people are happy to take responsibility, to learn, to get out of their comfort zone and to be absolutely who they are so that they bring all their talents to work. SHAL has soul!

The ideal applicant will live in Somerset or close by. A full driving licence is essential.

## Job Description

**Designation:** Housing Officer

**Responsible to:** Housing Manager

**Responsible for:** Taking lead responsibility for a patch of around 350 households and working with colleagues to ensure all SHAL's 715 tenants receive the services they want and need; Getting to know tenants, their families and their communities; Linking tenants with SHAL and other agencies they may need; Making sure people can pay their rent and keep to their tenancy agreement; Getting information to people so they can make informed choices about their lives and homes; Ensuring SHAL can make the best use of resources

**Salary:** £25,000 plus essential car allowance plus pension and other benefits

**Job Purpose:** To manage rent income and tenancy obligations and rights in line with statutory, regulatory and contractual obligations

To create a positive relationship with tenants offering support when it is needed

To establish networks in your area of operation which allow people to make choices which create value in their lives

To manage empty homes well and get new tenants into high quality homes as quickly and effectively as possible

To work closely with the repairs team so that our homes are properly managed and our tenants are safe and warm

**Leads on:** Getting to know people in your communities so that SHAL is able to make the most effective contribution possible in delivering new homes, investing in our stock and innovating to deliver what is needed

Continually learning about tenants, their families and communities so that SHAL can continually improve our service offer and community impact

Creating and sustaining partnerships in your patch to ensure that partners complement the work we do in house and help us to improve the value for money of the rent people pay to us

Communicating with our tenants in an honest, human way about their rights and responsibilities, listening actively, negotiating appropriately and responding in ways which acknowledges the diversity of our tenants and their families

Ensuring we maximise the use of Information & Communication Technology to capture, analyse and use information about tenants, their homes and the communities they live in to inform continual improvement and innovation

**Qualifications:**

A full driving license is essential.  
You will live near, or be willing to move to be near, the area you work in.  
Housing qualification (CIOH or similar)

**Key responsibilities:**

Accountable for ensuring that all tenant data is up to date and correct.

Works with the Housing Manager and Maintenance Manager to understand the area you operate in in terms of tenant and stock profiles, key agencies and strategic priorities and share this regularly with colleagues.

With the housing Manager set yourself goals and objectives drawing on the priorities you have identified by listening to and reflecting on what your tenants are telling you.

Leads on the development of policies on key areas of housing management which will be chosen to reflect your talents, passion and ambitions for your patch.

Ensures full compliance with all health and safety, statutory and regulatory requirements.

Monitors and takes steps to ensure the continual improvement of all aspects of SHAL's rent collection, empty homes management, lettings and allocations, community involvement and ASB services within your patch.

Works across and beyond SHAL to continually improve collaborative working and innovation for the benefit of tenants, their families and communities.

Ensures that digital services are used to their full potential by tenants to improve performance, value for money, customer satisfaction and a positive brand and reputation.

Develops and maintains external relationships in order to positively influence the external environment, understand customers, other landlords, suppliers and potential markets and how these can be used to enhance SHAL'S business, brand and reputation.

Maintains a constant and consistent focus on the integration of the maintenance and housing management performance across SHAL focusing on critical success factors, managing for customer value, challenging others to do the right thing, dealing with performance issues openly and quickly and applying the same performance standards to all.

Models SHAL's brand and values and fully embraces a culture of learning, openness, caring and trust across the team, valuing our customers and the contribution and uniqueness of those we work with.

# KEY COMPETENCIES

## Wants to make the world a better place

- Demonstrates real caring for people and at the same time is not afraid to have difficult conversation
- Focusses on solutions rather than getting bogged down in problems
- Always contributes positively especially when the going gets tough

## Able to deliver to a high standard

- Is curious about what is possible
- Is tenacious in making sure that the right thing gets done in the right way
- Maintains focus on current performance and future goals regardless of circumstances

## Demonstrates a passion for customers

- You have a track record of being FAB – Flexible, Agile and Bold!
- You always go the extra mile – or two!
- You consistently act as the customer advocate where this is appropriate and always do what is required to make people feel confident in their own abilities

## Inspires others to achieve

- You build mutual trust within and outside SHAL
- You are passionate and enthusiastic in conveying a sense of what is possible
- You are seen as a role model for SHAL's values

## Learns and shares knowledge

- Able to give and receive feedback which improves delivery of outcomes
- You are willing to develop your use of Solutions Focus coaching with tenants, colleagues and partners
- You capture opportunities for learning and finds way to share them constructively
- You are willing to beg, borrow, steal and develop other people's ideas if they deliver for SHAL's tenants
- You love collaboration and teamwork

## About SHAL Housing

In 2015 the Housing Association world changed – forever. But SHAL’s purpose and values have not changed. So we will continue to build and let homes for families and individuals who are homeless and in housing need. But we know we have to change to stay the same.

Within Somerset, SHAL’s delivery environment is also radically changing – Hinkley Point, devolution, council mergers and an aging population will all impact on our place in the world. Over the last 2 years or so we have:

- Surveyed our tenants to get feedback on their priorities
- Invested in ICT to introduce mobile working in the repairs team, improve our website and enable tenants to get access to services 24/7 – 16% are using this now 3 months from introduction
- Reviewed our loans portfolio so we can increase our homes by 10% over the next 5 years or so
- Worked with partners to find an innovative solution to an off-gas community in Woolavington
- Carried out a 100% stock condition survey and delivered our first investment programme
- Reviewed our governance arrangements to ensure that we are fit for the future
- Built or bought 30 new homes with 53 in the pipeline
- Won an award from the Police and Crime Commissioner in Avon and Somerset for the work we do with tenants facing hate crime, anti-social behaviour and disadvantage
- Established a new way of working with partners to facilitate prevention services for children, young people and their families
- Shortlisted and commended for the NHF Best Finance Director Award 2017 and shortlisted for Financial Transformation / Change Programme 2018



Hello and thank you for considering SHAL for your next career move.

We are looking for a special person to join our team to cover the maternity leave of one of our colleagues for 13 months. You will be joining a group of people who want to make a difference to the communities we serve and who are prepared to work together and with others to do whatever it takes to improve homes, communities and lives. During the time you are with us you will be able to shape our future and will be given responsibility, support and resources to ensure that you can deliver within a fast paced organisation where people have high standards, strong values and work hard.

SHAL Housing Ltd was established 24 years ago as a trickle transfer housing association by Sedgemoor District Council. We now own 715 homes with the capacity to build 100 new homes over the next 5 years or so with about 50 in planning stage.

We have invested in our digital services and mobile working across the business and have used what our tenants tell us to drive our business priorities. This means investing in our homes, helping tenants who need an extra hand, tackling anti-social behaviour in partnership with the police and others, helping tenants manage their money and building new homes.

We have ambition to grow and to remain independent. We have a good reputation with our stakeholders as a company which delivers on difficult sites, often in rural areas where we are able to sustain communities with much needed and highly valued quality homes.

We know the next 20 years will be different to the last 20 years – and we are very much up for the challenge. Over the last year, we have worked hard to ensure that SHAL remains a financially robust business. People are passionate about what we do. We have a strong belief in the potential of people to achieve remarkable things and we believe that this is needed now more than ever.

If you want to know more please contact me for an informal chat about what is important to us and our plans for the future. Thank you for your interest and the best of luck!

### **Recruitment process**

We will hold an initial meeting with all candidates to so you can find out more about SHAL and we can understand what you expect from us as a company and how we fit in with your overall career aspirations.

We will then hold a more formal interview with you where you will meet your colleagues and be asked a serious of competence based questions.

Closing date 29 June 2018