

Housing Officer Recruitment Pack



Contents

Introduction

About SHAL

Job Description and Competencies

Benefits

Housing Officer Recruitment Pack



We're looking for someone who believes in people and will support them in their potential to achieve more. You'll be responsible for developing a relationship that's built on mutual-trust 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 Focus approach to working with people on your patch and with colleagues. You don't need to be doing this now as we will develop this 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.

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. This means choices about the way they spend their money, including paying their rent; the way they choose to behave and the choices they make about their homes, their health and their lives
- Identifying and creating relationships with the agencies and people who can help you deliver what customers need
- Networking with your customers so that they get to expand the contacts they have within their communities, 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. The successful candidate will be subject to an enhanced Disclosure & Barring Service check.

Housing Officer Recruitment Pack



About SHAL Housing

We are a community-based provider of social housing with 715 homes across Somerset. SHAL's purpose has always been to build and let homes for families and individuals who are homeless and in housing need. But in a fast moving world 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
- Introduced mobile working and Deeplake so that we can communicate quickly and wherever we are
- 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
- Became the Locally Trusted Organisation for the Villages Together Big Local Project in Woolavington and Puriton
- Carried out a 100% stock condition survey and delivered over £1.3 million of improvements to homes in two years.
- Reviewed our governance arrangements to ensure that we are fit for the future
- Built or bought 30 new homes with 38 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
- Last year won the HANA award for the Best Financial Transformation and Turn around
- Established a new way of working with partners to facilitate prevention services for children, young people and their families
- Host and organise seminars on Tackling Child Poverty across Sedgemoor
- Work with the police to tackle and prevent organised crime

Housing Officer Recruitment Pack



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 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.

Job Purpose: To ensure that SHAL's tenants pay their rent and keep to the tenancy agreement in line with statutory, regulatory and contractual obligations.

To create an honest and supportive relationship with tenants that ensures they take responsibility for their homes and tenancies and get the support they need when they need it.

To establish networks in your area of operation so that tenants can access resources to help them make the right choices for them.

To make sure that we 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.

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 effectiveness in helping people pay their rent, look after their home and contribute positively to their neighbourhood.

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

Housing Officer Recruitment Pack



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.

Acting as a coach to our tenants and to your colleagues to ensure that we are focussed on solutions not problems and that we work with people to build their confidence in their own abilities to create a safe and happy home for themselves and their families.

Qualifications:

A full driving license is essential.

You will live near, or be willing to move to be near, the area you work in.

You will be subject to a Disclosure and Barring service check.

Key responsibilities:

Work with tenants closely to maximise their income, in turn reducing rent arrears.

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

Work with the Housing 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.

Every year prepare a patch budget which reflects the above and is realistic in terms of SHAL's business plan and financial restraints, wherever possible seeking to identify external funding and bring in resources from other organisations and partners.

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.

Housing Officer Recruitment Pack



Monitors and takes steps to ensure the continual improvement of all aspects of SHAL's empty homes management, lettings and allocations.

Lead on anti-social behaviour and tenancy breaches within your patch, thinking outside the box when resolving problems and make use of the tools and powers available to you.

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

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

Develops and maintains external relationships in order to positively influence the external environment, understand customers, other landlords, suppliers and partner agencies 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 conversations
- Focusses on solutions and understands the root cause of any problems to manage the current problem in a supportive way
- Always contributes positively especially when the going gets tough
- Always asking 'why' to fully understand the circumstances you are working in

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

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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

Benefits:

£27,500 per annum
33 days leave (including public holidays)
Flexible working
Car allowance & expenses
Generous Pension
Life Cover
Enhanced Critical Illness Cover