

# Sheltered Estate Management Team – Housing Officer

**Salary Range: £36,141**

**Grade: Level 3.Zone 1**

**Location: 5 Pancras Square, N1C 4AG**

**Reports to: Sheltered Tenancy Manager**



# About the role

To operate as a member of the Sheltered Housing Team providing extensive estate housing management services to Council tenants with specific responsibility for a patch of council properties designated for the use of older people.

Responsible for a defined patch of Council properties carrying out all property management and estate management functions; making decisions within the limits of delegated authority.

At all times ensuring that services are provided in accordance with the Council's priorities, policies and procedures and in the effective and efficient manner required in a contracting environment.

Deputise for the Sheltered Tenancy Manager as necessary.

# About you

- To understand our customers ongoing presenting and contextual needs and our properties and neighbourhoods;
- To develop skills and knowledge in key areas to meet customers' demands;
- To offer as part of a collaborative neighbourhood team one clear trusted point of contact to resolve resident demands;
- To support residents to solve problems at their root cause to build future strength in our communities and individuals;
- To deal with things as early as we can, and as much as we can, pulling in support when needed to resolve resident issues in partnership with other officers, services and organisations;
- To learn about the work and develop the service in line with systems thinking principles to meet the changing needs of our customers;
- To understand our capacity for reactive and proactive work;
- To work closely with and develop partnerships with other agencies, teams and colleagues to deliver a service consistent with the changing needs of our customers;
- To act as a lead contact for at least one Tenant and Resident Association in the neighbourhood;
- To promote and engage in restorative principles and participatory practice in working with our residents and partners.
- Understanding of benefits and Universal Credit
- Experience of managing rent accounts

# The things you'll achieve

## **Experience**

Understanding of the importance of maximising rent collection and how this might be achieved.

Ability to assist with the day to day repairs and maintenance of sheltered properties and common areas of estates

Ability to specify void works to bring properties up to standard for re-letting

An understanding of the particular difficulties faced by those with mental or physical health problems and an ability to work closely with other agencies to address them.

The ability to listen and understand resident demands

## **You have**

You must have an awareness of social housing issues, in particular the concerns of older people living in an inner city environment.

Commitment to the promotion of independence of older people living the community.

To support residents to solve problems at their root cause to build future resilience for individual residents and communities

Ability to work closely with officers within the sheltered housing team, senior officers and elected members to meet customer demands

# Other important information...

## **People management**

*No people management responsibilities.*

## **Work environment**

Working proactively across sheltered schemes to get a good understanding of residents and our properties as well as working closely with other agencies.

Working in 5PS and other Camden offices and homeworking when not out in neighbourhood.

Attendance at external meetings, sometimes outside normal working hours, may be required, such as community events.

## **Who you will be working with**

*You will be joining a small close knit team of housing management staff and reporting to Elizabeth Fraser, Tenancy Manager. You'll also work closely with sheltered housing scheme managers working from dispersed sites across the borough and housing colleagues across the organisation.*

## **The application process**

*The application involves a cover letter, CV and interview*

# Who we are

## Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

## Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

## Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk)

