**Job Profile Information: Housing Officer**

**This supplementary information for Housing Officer is for guidance and must be used in conjunction with the Job Capsule for**

**Job Level 3, Zone 1**

**Role Purpose:**

To deliver a high quality housing management service to tenants and leaseholders

To work with residentsand other service providers (internal and external) to deliver the Council’s strategic priorities in relation to sustaining communities and assisting to provide a safe environment for residents

**Example outcomes or objectives that this role will deliver:**

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| 1. Make appropriate judgements on how to deal with property management issues which will involve taking enforcement action for breaches of tenancies/leases and acting as an advocate for tenants who need support in getting their housing problem resolved, e.g. rehousing of essential repairs/harassment cases. |
| 1. In conjunction work colleagues and multi-agency partners, work to combat anti social behaviour, including domestic violence, harassment, nuisance and youth disorder, in and around the Council’s housing properties. |
| 1. Work with vulnerable tenants and support services to ensure tenancies are sustained and where this isn’t possible actively work with others to develop the best solution. |
| 4. Take responsibility for providing a high level of customer care to Council tenants/leaseholders by tailoring the service provided to meet their needs. |
| 5. Provide advice, information and guidance on tenancy and leasehold matters as required. |
| 6. Assist in the identification, evaluation and implementation of service improvements to increase customer satisfaction and value for money. |
| 7. Proactively work with and support residents to set up channels of engagement via local groups or TRA’s, to identify and establish their priorities for where they live and how these can be achieved, e.g, developing community activities, addressing anti-social behaviour |
| 8. Make a positive contribution to the work of the team, sharing skills, and supporting colleagues. |
| 9. Provide advice and support to tenants in accessing other services provided by the Council or partner agencies. |
| 10. Take personal responsibility for performing duties to a high standard ensuring that service delivery meets with communicated standards for customer care and using the Council’s information technology systems as required. |

**Note:** All Camden employees are expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties that are consistent with the grade and responsibilities of the post

**People Management Responsibilities:**

*(Number of reports, nature of management responsibility)*

No Direct reports. Reports to the Ward Housing Manager

**Relationships;**

*(Nature of relationships and partnerships e.g. internal, external, and level)*

**Work Environment:**

* The Housing Officer post involves significant levels of contact with the public, confidence and judgement is essential in the support of residents who may be distressed or exhibit challenging behaviours. At all times the post holder will be required to deal with a very wide and diverse range of issues. This may involve resolving issues never encountered before and will require the post holder to show a great deal of initiative and an ability to deal with the pressures that can be encountered when working in such an environment.
* Good decision making skills are required to deliver an excellent service, prioritise workloads and sign-post residents as appropriate.
* The post holder will be expected to work flexibly and this will include travelling between sites using touch down areas as necessary. Home visits will be required to see people who may be vulnerable due to their own stress or have other mental health or dependency issues.
* To attend evening meetings as necessary.

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| Work Dimensions |
| The post holder is required to think creatively and show innovation in resolving queries. The post holder is required to maintain key contacts and relationships with:   * Senior Officers of the Council * Members of the Council * Officers of other Local Authorities and other major public and private sector organisations * Housing and Adult Social Care Department Staff * Staff in other Council departments * Members of the Public * External Contractors * Voluntary Sector service providers * The post holder is required to make decisions on their own workload on a routine basis and make decisions that impact their own priorities and service delivery |

**Technical Knowledge and Experience:**

**(***E.g. qualifications that are essential for the role and / or examples of the experience role holders would be expected to have in order to succeed in the role)*

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| **Knowledge, Qualifications, Skills and Experience** | |
| Qualifications: | |
| Essential: | Desirable:   * Housing Management or Community Development qualification |
| Knowledge: | |
| Essential:  * Leasehold and Housing Law, * Leasehold and Neighbourhood Management issues and good practice | Desirable: |

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| Skills and Behaviours: |  |
| Essential:  * Strong and effective communication skills, both oral and written, ability to present complex information in an accessible form * To work effectively and innovately with other service providers and partners to deliver an excellent service * To think through issues systematically and help individual residents and local communities understand the choices available * To manage conflicting priorities, good time management and results focussed, Be able to adjust approach to suit a variety of contexts. * Display a commitment to equal opportunities and diversity in the workplace and in service delivery. * Identify and propose ways of working which make the most efficient use of money and resources. | Desirable: |
| **Camden’s Behaviour’s Framework:**  **Core Behaviours – Level 2:** (These should from the main focus for recruitment, Performance Development measurement and personal development for this post:   * Adaptability * Customer Service * Driving Improvement * Working Together   **Additional Behaviours** – **Level 2** Analysis and judgement |  |

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| Relevant Experience: | |
| Essential:  * Housing or equivalent qualification or experience of working in housing * Good level of proficiency in a wide range of Microsoft IT packages, in particular Excel, Word and Outlook. | Desirable:  * Project Management |

**Camden Way Five Ways of Working**

*In order to continue delivering for the people of Camden in the face of ever increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.*

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

•Deliver for the people of Camden

•Work as one team

•Take pride in getting it right

•Find better ways

•Take personal responsibility

The Camden Way   
1. Deliver for the people of Camden - (Cat 2/3 - Acts as a customer champion and empowers (influences) colleagues to deliver excellent customer service. Also builds relationships and is mindful of the political environment  
2. Work as one team – (cat 3 – Develops ongoing partnerships to engage services and deliver outcomes for residents)  
3. Take pride in getting it right  (cat 2- Considers best approach and gathers relevant information and considers different viewpoints.)4. Find better ways . (Cat 2 – is proactive in seeking innovative solutions and makes continual improvements 5. Take personal responsibility (cat 2/3 – confidently acts for LBC having considered various perspectives eg: TA meetings)

For further information on the Camden Way please visit:

<http://www.togetherwearecamden.com/pages/discover-jobs-and-careers-in-camden/working-for-camden/>

**Tenancy Services - Chart Structure**