

## Job Profile

**Job Title:** Camden Living Housing officer

**Job Grade:** Level 3 Zone 2

**Salary Range:** £34,629 - £40,171

### About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

As a landlord, our aim is to deliver joined up services which concentrate on delivering what matters to our residents. Camden Living is the Council's housing company. It provides income from rents to help the Council develop new homes for those who need them. The Council's Landlord Service provides lettings and tenancy management services for Camden Living.

### About the role

In this role you will be responsible for letting and managing a portfolio of Camden Living homes. As the income from rents helps to provide new homes this will be a particular area of focus. Homes may be at intermediate (subsidised) rent or at market rent. This role will have lead responsibility for those let at market rent however you may also have a portfolio of intermediate rent homes as this is a developing area.

In this role you will need to work creatively and effectively with residents, service managers and other stakeholders to develop, maintain and continually review service delivery and work practices and processes. You will work with team colleagues to help design the direction of the work as Camden Living is likely to grow. You will help the team manager measure the effectiveness of the work, spot trends and patterns in resident demands, and identify barriers in the wider system that need to be unblocked to enable us to deliver the most effective and responsive service.

This role will balance frontline reactive and proactive casework with co-designing a landlord service and a housing company that continues to adapt to meet changing needs and priorities. You will contribute to the shared learning of your team and wider service as well as managing your own workload. As part of the housing partnership team, you will participate in wider team projects related to financial inclusion, health and wellbeing and education, skills and training, dependant on capacity.

### About you

This role requires:

- A proactive approach

- Adaptability
- The ability to make informed, creative, and robust decisions in challenging situations to obtain the best outcomes
- The ability to build relationships and to take a collaborative problem -solving approach.
- Resilience and the ability to respond to challenges from residents respectfully and with sensitivity
- Excellent verbal and written communication skills including the ability to explain complex issues in clear, plain English
- A willingness to take a continuous learning approach to the work and the ability to question established working practices constructively
- Ability to develop the skills, knowledge, and expertise to respond to resident demand in areas such as:
  - money, debt, and budgeting.
  - dispute resolution
  - tenancy law.
  - housing options.
  - employment and skills.
- The ability to understanding the wider context of the work, in particular that Camden Living is a high-profile project with multiple stakeholders

#### **Work Environment:**

This role provides opportunities to work from home part of the time and to be based at 5 Pancras Square. It will involve home visits to residents as necessary and inspection of empty properties to check their condition. You will also need to carry face to face interviews with new tenants when the tenancy agreement is signed. Camden Living properties are at different developments across the borough and some travel within Camden will be necessary.

#### **People Management Responsibilities:**

None

#### **Relationships:**

Camden Living homes are often part of larger developments of homes which could be let to council tenants or occupied by homeowners. Strong relationships with other services, both inside and outside the Council, will be an important to be effective and to help promote strong and successful communities.

As a housing provider we are accountable to our residents, to the management team with Landlord Services and to the Camden living Board (Camden Directors)

This role is part of the housing partnerships team in Landlord Services which is part of the housing management division in Supporting Communities. The relationships you develop with colleagues in other teams providing services to Camden Living tenants and the neighbourhoods they are based in will help you. These include our neighbourhood housing teams, repairs service and the voids team and finance colleagues.

#### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

**Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

**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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and 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) or post to 5 Pancras Square, London, N1C 4AG,