

JOB DESCRIPTION	
Title of Job:	Senior Housing Officer
Location:	Hybrid Working with Inverness or Invergordon office base
Number of Jobholders:	3
Title of Line Manager:	Customer Services Manager
Responsible for:	Housing Officers and Housing Assistants of the function that you are operating in.

Purpose and Scope

To support the Customer Services Manager in the management of the day-to-day customer services function to ensure the organisations aims, objectives and performance standards are met or exceeded in accordance with all relevant legislation, policies, procedures, and best practice guidance, and within available budget parameters. You will be required to operate in a function-based specialism but have excellent general all round housing management capabilities.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- Co-ordinate day-to-day delivery of the required function.
- Line manage Housing Officers and Assistants within your function.
- Support development and delivery of service improvement and expansion projects.
- Lead on production of robust, regular regulatory and management reports.
- Develop the culture of the team in line with Albyn's values and performance priorities.
- Deputise for the function Manager when they are not available/on annual leave.
- Provide cover during the absence of Senior Housing Officers with responsibility for other team functions.
- Responsible for monitoring and improving tenant satisfaction across the team function.

MAIN ACTIVITIES

- **Co-ordinate day-to-day delivery of the required function.**
 - *Tenancy Sustainment*
 - Co-ordinate delivery of tenancy sustainment support to referred/self-referring tenants.
 - Carry out regular case reviews with Housing Officers and provide advice and support needed.
 - Provide support to Housing Officers allocating the Fit Homes developments and attend multi-agency meetings to review and agree allocations.
 - Review caseload and performance of team and work to ensure continuous improvement.
 - *Income Management*
 - Oversee the effective administration of rent collection and arrears control procedures.
 - Review and audit legal actions to ensure escalation is appropriate and in line with Pre-Action Requirements.
 - *Tenancy Operations*
 - Voids and Allocations:
 - Ensure the team are managing their case load in line with Albyn policies and procedures.
 - Work with the Senior Repairs and Maintenance Officer to ensure a regular review of voids is undertaken. Acting as required to improve performance.
 - Review and audit the allocations process to ensure allocations are undertaken in line with the HHR policy.
 - Work with HHR partners to improve service delivery across the partnership.
 - Tenancy, Antisocial behaviour, and Estate Management:
 - Ensure the team are managing their case load in line with Albyn policies and procedures.
 - Lead and participate in MARAC and other sensitive or emergency meetings.
 - Work with other Senior Officers to ensure that estate visits are undertaken in-line with business objectives.
- **Line manage Housing Officers and Assistants within your function.**
 - Lead on recruitment and induction of team members.
 - Set day-to-day direction and communicate this effectively to team members.
 - Performance management of team members, including regular 1:1 meetings.

- Monitor and manage performance across the function, to ensure a fair distribution of workload and success.
- Ensure personal development plans are in place for team members and support achievement of these.
- **Support development and delivery of service improvement and expansion projects.**
 - Identify needs and opportunities for improvement of, and addition to, existing services.
 - Using tenant feedback for service improvement, evaluate the business case for service improvements and expansions in collaboration.
 - Review and audit policies, processes, and procedures to ensure they meet the needs of the function and are in line with business and legal requirements. Amend as necessary and roll out to the team.
 - Review function performance and work with the team to ensure continuous improvement.
- **Lead on production of robust, regular regulatory and management reports.**
 - Ensure all information is recorded correctly to allow reports to be generated.
 - Work with Albyn's ICT support to ensure production of timely and accurate reports to satisfy regulatory and management reporting needs.
 - Identify and support a CX champion within the function, to support the development of the housing management software.
 - Participate in progress/performance reviews throughout the year.
 - Co-ordinate weekly, monthly, and quarterly reporting schedules and delivery.
 - Produce, review, and submit reports on team performance on a monthly, quarterly, and annual basis and as required for the business.
 - Investigate and respond to complaints from customers, elected members, or other customer representatives. Support other departments with investigations as required.
- **Develop the culture of the team in line with Albyn's values and performance priorities.**
 - Model Albyn's values to the team, managers, leadership team, board, and external agencies.
 - Be aware of, and adhere to, Albyn Housing Group policies at all times.
 - Model and develop a strong performance culture in order to deliver excellent performance results.

- Ensure delivery of housing management services meets our agreed KPIs, SLAs and legislative requirements.
- Support Head of Service to develop systems and reporting.
- Reflect on team and individual performance demonstration of Albyn's values during team and 1:1 meeting.
- Support the individual development of team members in relation to Albyn's values.
- **Deputise for the function Manager when they are not available/on annual leave.**
 - Attend key meetings on behalf of the Manager.
 - Liaise with the leadership team and board as required in relation to strategic and operational matters.
 - Take responsibility for fulfilling reporting requirements to the leadership team and board.
- **Provide cover during the absence of Senior Housing Officers with responsibility for other team functions.**
 - When required, fulfil the Senior Housing Officer role for other housing and tenancy management services including management of rent and service charge payments, arrears, voids and lets, tenancy management, neighbour nuisance, and anti-social behaviour.
- **Responsible for monitoring and improving tenant satisfaction across the team function.**
 - Undertake regular reviews of departmental performance to ensure ongoing review of tenant satisfaction.
 - Work with other teams to ensure that cross-function working improves tenant satisfaction.
 - Support business initiatives to improve tenant satisfaction.
- **Health & Safety**
 - Comply with safe working practices as defined by Albyn Group
 - Complete online training as and when required.
 - Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.
- **General**
 - Be aware of and adhere to Albyn Group policies at all times.
 - Take part in progress/performance reviews throughout the year.

- Cooperate with other Albyn Group departments and encourage and develop a “one team” approach.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.
- **Other**
 - Apply the Albyn Group values and behaviours to every aspect of the role at all times.
 - Promote and maintain the standards of Albyn Group

PERSON SPECIFICATION

Essential: Education & Training

- Educated to Higher Level including English.

	<ul style="list-style-type: none"> • Achieved or actively working to gain a Housing HNC or equivalent qualification. • Demonstrate effective reflection on practice and willingness to undertake continuous learning and professional development.
Essential: Skills	<ul style="list-style-type: none"> • Ability to set and communicate direction effectively. • Excellent organisational and administrative skills together with the ability to draft clear, succinct reports, emails, and letters. • Ability to prioritise, manage time effectively and meet deadlines. • Ability to view the bigger picture and make reasoned decisions based on evidence. • Ability to lead, take responsibility, supervise other, work on own initiative and as a team member. • Practical, common-sense approach to resolving problems effectively. • Excellent communication skills (oral & written) including listening, influencing, negotiation and conflict management ability. • Ability to develop and maintain effective working relationships with internal and external stakeholders. • Excellent presentation and networking skills • Good computer skills competency including experience with Microsoft office, Word, Excel, Access, and PowerPoint.
Essential: Experience	<ul style="list-style-type: none"> • Experience of working in social housing that demonstrates ability to lead and direct people and projects. • Experience of working successfully in a housing Officer role (or equivalent). • Experience of managing people in the Social Housing Sector.
Essential: Knowledge	<ul style="list-style-type: none"> • Current knowledge of Scottish Housing Legislation and Regulatory requirements. • Awareness of key challenges to tenancy Management. • Up to date knowledge of Scottish welfare system, including Universal Credit. • Knowledge of GDPR and Freedom of Information Acts.
Essential: Other Qualities	<ul style="list-style-type: none"> • Assertive, shows initiative. • Highly customer focussed.

	<ul style="list-style-type: none"> • Determined to succeed and enhance customer focussed services. • Self-motivated and able to motivate others. • Takes responsibility for behaviour, decisions, and actions. • Performance driven. • High level of self-awareness and empathy. • Caring, adaptable and professional • Resilient • Open to learning. • Ability to work occasionally out-with normal working hours. • Full current driving license and access to own car.
Desirable	<ul style="list-style-type: none"> • Professional Housing qualification • Diploma Housing Studies or equivalent • Management/leadership training or qualification • Ability to interact constructively with and deliver a report clearly to the Management Committee when required. • Able to contribute positively to policy and procedure creation, review, update, and implementation. • Experience of line managing and of day-to-day team lead of an operational team. • Experience of performance management, including target setting, reporting, and evaluation. • Experience of recruitment and induction. • Previous work or voluntary experience gained in a high performing RSL. • Experience in delivery of aids and adaptations. • Knowledge of wider housing and tenancy support practice. • Knowledge of Performance Standards in social housing. • Knowledge of established and emerging technology solutions in relation to tenancy. • Awareness of Tenant Participation issues and ability to augment Tenant Participation.