

Job Profile

Job Title	Housing Officer
Line Manager	Housing Manager
Line Management Responsibilities	Scheme based staff – Cleaners, Gardeners, Caretakers and Sheltered Scheme Managers
Location	Various

Job Purpose

Manage the Association's tenancies and estates effectively to deliver very high levels of resident satisfaction. This will be achieved by managing estates and tenancies effectively, offering support to enable residents to live independently and sustain their tenancies, involving residents in decisions that affect them and intervening where behaviour or circumstances require.

Key Responsibilities

- 1 Allocate empty properties to keep void periods within target by:
 - Interviewing applicants to assess their suitability and needs, including home visits to all new applicants for studio/1-bed homes.
 - Considering suitability of direct applicants for accommodation.
 - Processing applications and property viewings in a timely manner in order to achieve the void turnaround target.
 - Carrying out a robust sign-up process to ensure new tenants understand their rights and responsibilities, and that tenancies are sustainable from the outset.
- 2 Process applications for transfers, establishing the priority of residents who are approved for a transfer, and providing appropriate advice to residents making transfer applications.
- 3 Manage all aspects of the mutual exchange process including assessing eligibility, completing inspections, identifying maintenance requirements, and liaising with other Registered Providers.
- 4 Deliver excellent quality estate management by:
 - ensuring a high standard of cleaning, gardening and other estate related services.
 - resolving health and safety matters identified on estates and common parts.
proactively identify and resolve issues affecting the safety, cleanliness, and overall condition of estates, including fly-tipping, vandalism, abandoned vehicles, and other environmental concerns, ensuring estates remain well-maintained and welcoming.
 - ensuring Personal Emergency Evacuation Plans are completed and reviewed in accordance with guidelines for all appropriate residents.
 - visiting all estates at least quarterly to ensure standards are maintained.
 - Allocate parking spaces and garages.
 - Manage CCTV systems, ensuring footage is reviewed and stored

appropriately, with the support of estate-based staff.

- 5 Maintain good channels of communication with residents by:
 - Responding to resident emails, phone calls, and letters promptly and within published timescales.
 - Send letters, emails, and SMS communications to residents and schemes as needed.With the support of the Engagement and Communications Officer:
 - Holding at least one resident meeting per scheme per year.
 - Keeping residents informed of internal and external changes that affect them.
 - Organising and attending community events.
 - Obtaining ideas for improvement initiatives which can be developed through the Better Homes Better Neighbourhoods project.
 - Gathering and responding to resident feedback on our services.
 - Reviewing and responding to resident survey feedback to inform service improvements.
 - Developing and publishing scheme-specific estate action plans.
 - Ensuring notes from all resident meetings and walkabouts are made and circulated in a timely manner.
- 6 Line manage scheme-based staff so that they deliver excellent services by carrying out 1-1s, annual appraisals, monitoring performance and ensuring a healthy and safe working environment. Approving annual leave and monitoring sickness, including arranging appropriate cover
- 7 Take ownership of all reported cases of anti-social behaviour, nuisance, neighbour disputes, and lifestyle clashes by conducting thorough investigations, gathering evidence, interviewing involved parties, and maintaining comprehensive case files. Liaise with residents, internal teams, and external agencies such as the Police, local authorities, and support services to develop and implement appropriate action plans. Ensure timely and proportionate interventions, including warnings, mediation, tenancy enforcement, or legal action where necessary.
- 8 Manage a full range of tenancy matters, including household changes, pet permission, assignments, successions, and terminations. Conduct home visits to assess tenancy sustainability, verify occupancy, and provide support or intention where needed. Ensure all tenancy-related actions comply with legal and policy frameworks. Maintain detailed file notes for all resident interactions, meetings, and tenancy-related actions. Attend and contribute to internal meetings and panels including Voids, Complaints & Resolutions, Better Homes Better Neighbourhoods, and Management Team Walkabouts. Ensure actions are followed-up and documented appropriately
- 9 Identify residents in need of additional support and signpost to appropriate agencies as required; for example those experiencing domestic abuse, in financial hardship, hoarding, or those with mental health issues. Make and monitor safeguarding referrals where appropriate.
- 10 Ensure services and communal improvements paid for through service charges are completed to a high standard and represent good value for money before authorising payment. Where required by the Service Charge Policy, or where best practice suggests, carry out appropriate resident consultation prior to commissioning or approving works or services.

- 11 Manage CCTV systems, ensuring footage is reviewed and stored appropriately, with the support of estate-based staff.
- 12 Arrange and manage tenant recharges that are not repair-related, such as court costs and inappropriate rubbish disposal etc.
- 13 Prevent, identify and tackle tenancy fraud to ensure fair access to housing and protect the integrity of the Association's services. Use the National Anti-Fraud Network (NAFN) to verify all housing applications and detect potential fraudulent activity. Investigate suspected cases of tenancy fraud through home visits, document checks, and liaison with external agencies. Maintain accurate records of all fraud-related actions and outcomes, and take appropriate enforcement action where necessary. Work proactively to prevent fraud through early identification, robust verification processes, and collaboration with internal teams and external partners. Plan and carry out tenancy audits at one estate per year.

Nature and Scope

Keniston aims to meet housing need, provide good quality well managed affordable homes and give the service tenants want. Our core values are respect, openness, inclusivity, integrity and excellence.

The primary purpose of the role is to provide advice and assistance to residents on tenancy matters and estate management on a designated patch. The post holder must demonstrate exceptional customer service skills and professionalism to ensure that we continue to maintain high satisfaction amongst our residents. At times, the post holder may encounter difficult situations with residents who are vulnerable, may have difficulty communicating, be anxious or angry. Therefore, it is important to remain calm, patient and professional at all times. The post holder must be able to demonstrate they are listening to our residents, understanding their needs and responding appropriately.

Arranging regular resident meetings, the post holder must be well organised and confident in speaking to a wide range of people both one to one and in meetings. Coupled with this is a need to represent Keniston Housing Association to a number of key stakeholders so the Housing Officer must take a professional approach and work to achieve the best outcomes for Keniston Housing Association and its residents.

The post holder must possess strong interpersonal skills and the ability to resolve conflict amicably for example where there are neighbour disputes. Further, the post holder must be able to identify and follow up situations when it is appropriate to work in partnership with external agencies, such as the police, local authority departments and youth services when addressing, for example, some instances of antisocial behaviour or safeguarding.

As a line manager, the post holder is required to manage the scheme-based staff in line with Keniston Housing Association's values, policies and procedures, including setting clear objectives and work plans that bring the best out in people. Inevitably, the role will sometimes require the post holder to give difficult feedback on progress, whilst retaining employee engagement. Line managers should use one to ones, appraisal meetings and consider training needs to support professional development to deliver high performance.

All team members are expected to develop their skills throughout their employment, apply fair working practices and respect differences.

Key external contacts

Residents, contractors, other housing associations, Occupational Therapists, Social Services, local authority partners, Police, solicitors, MPs and Cllrs

Dimensions

Financial

For service charge expenditure up to £1,000

Staff

Sheltered Scheme Managers, Caretakers, Cleaners and Gardeners

Hours of Work

As set out in contract of employment (usually 35 hours per week, Monday to Friday. Evening working is occasionally required with reasonable notice.

Vehicle

The post holder must have access to a vehicle during working hours and a full UK driving licence.

Right to work

The role holder must demonstrate, and maintain, the right to work in the UK. This post requires a DBS check

Knowledge, Qualifications and Experience

The Housing Officer works with a wide variety of people and must have finely tuned communication and listening skills to understand the needs of residents and how these are best met.

As the post holder will regularly liaise with residents who are vulnerable, previous experience working with vulnerable groups is important, particularly those experiencing mental health illness or who have substance dependency.

An awareness of the legislation surround housing services is desirable.

A commitment to delivering excellent customer service to our residents is a core value, and crucial to successful outcomes in this role.

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