As a Community Housing Officer, you will be working with a wide range of customers, some with vulnerabilities, supporting them to overcome their challenges.

**Community Housing Officer**

You will aim to get the best out of every relationship, which sometimes means you will have challenging conversations and deal with difficult situations in order to improve outcomes.

**What are my key responsibilities?**

Delivering proactive and excellent housing management services that reduce the risk of harm to customers, harm to place, damage to our assets and ultimately tenancy failure.

Building relationships with customers that empower them to develop their own strengths, take ownership of their tenancies and make better decisions, which in turn enables them to achieve their aspirations.

Building and sustaining relationships with customers by being their main point of contact for all housing management issues, liaising with specialist teams to achieve the best outcome.

Encouraging excellent connections between customers, neighbours, and communities - enabling communities to thrive and be proud of where they live.

Establish relationships with the community, partners, and colleagues across the organisation, understanding the appropriate individuals and groups to connect with for the good of the customer, the community, and the organisation.

Actively engage key partners and attend/lead partnership meetings representing whg locally. Where required, establish key partnership meetings where specific issues require a more intensive approach.

Ensuring that customers receive a comprehensive service, delivering an excellent customer experience and high levels of satisfaction with the service.

Supporting the work of your team and other colleagues throughout the business by adopting a flexible, co-operative, and innovative approach to your areas of responsibility.

Working alongside colleagues across the business, influencing and helping design our systems and processes.

Proactively manage a defined customer caseload, in line with whg’s policies, procedures and professional standards; ensure early identification of potentially failing tenancies with a view to establishing holistic support plans, to ensure tenancies are sustained.

Increasing the detection and prevention of tenancy fraud and to recover abandoned properties at the earliest opportunity.

Reviewing working practices on a regular basis, ensuring continuous improvement and a high level of service to our customers.

Ensuring delivery against set KPIs and individual targets.

**Relationships**

The post holder reports directly to the Regional Community Housing Manager.

As a Community Housing Officer, you will need to develop and maintain effective working relationships which will enhance service delivery.

You are required to work across teams and at various levels. You will also be required to forge excellent relationships with external partners and stakeholders.

**Role Requirements:**

To operate effectively as a Community Housing Officer, the role requires:

* Recent and relevant experience in Housing Management, working in the Social Housing Sector.
* Experience of face-to-face customer interaction in their homes.
* Experience in managing Anti-Social Behaviour cases – such as neighbour disputes, noise nuisance and other tenancy breaches.
* Experience of working closely with vulnerable individuals, working with partners to deliver a positive outcome.
* Experience of dealing and addressing challenging customer behaviour.
* Experience of case management, managing a diverse, varied, and complex caseload at various stages of the customer’s journey.
* Experience of safeguarding duties and working with customers who may have a range of vulnerabilities.
* Experience of partnership working to achieve successful outcomes for our customers.
* Strong communication and interpersonal skills.
* The ability to handle sensitive situations with empathy and professionalism.
* In-depth knowledge of current housing regulations and policies
* Awareness of regulatory requirements relating to all tenancy types
* Experience of delivering sustainable tenancies and communities.
* The ability to communicate clearly and effectively in writing and verbally with customers, local groups, and partners.
* The ability to use IT proficiently; particularly experience of accessing housing management data, interpreting information, and producing detailed written documentation.

Having or working towards a Level 3 certificate in Housing and holding CIH membership would be advantageous.

You will have a confident and positive approach with the ability to remain calm under pressure and deal with difficult situations in an effective, professional, and respectful manner.

To be successful you will need to be self-motivated and accountable with a solution focussed attitude. This is a fast-paced role so you will need the ability to use your own initiative, manage your own time and priorities whilst demonstrating a flexible and proactive approach.

The post holder must be flexible and prepared to work outside normal service operating hours according to the needs of the service.

You must also have daily access to a vehicle to fulfil the needs of the role. The post holder will be field based, working primarily from home.

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**whg’s values and behaviours**

Our People Strategy is underpinned by the values and behaviours that we expect all colleagues to display:

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| A blue circle with white hands in it  Description automatically generated | TrustworthyYou can rely on us. We are honest in everything we do. |
| A hand holding a shield  Description automatically generated | AccountableTaking responsibility for our actions and owning the delivery of our promises. |
| A star on a blue circle  Description automatically generated | ExcellentStriving to be the best and delivering the best outcomes for customers and the organisation. |
| A yellow circle with a white outline of hands shaking  Description automatically generated | RespectfulValuing people and treating everyone with empathy and fairness. |
| A pink circle with two people holding a heart  Description automatically generated | CollaborativeAchieving great things by working together. |