**JOB DESCRIPTION**

**Job Title:** **Housing Officer (HO)**

**Reporting to: Director of Housing**

**Hours: 37 hours per week**

**Salary £26,000**

**JOB PURPOSE**

* To manage Mayday housing, maximising income and providing safe, good quality homes
* To prototype a new person led service for people going through tough times
* To work alongside people to live successfully in Mayday housing
* To contribute to Mayday being seen as a dynamic organisation creating social impact and real world outcomes for people

**The key aspects of the role:**

* To work alongside colleagues in shaping and developing the way we provide and manage housing, including improvements to processes and how we work with people
* To work alongside people living in Mayday housing, addressing practical aspects of living in shared or independent housing, including managing repairs, tenancies, income and anti social behaviour
* To provide support to people in making claims for housing benefit and other benefits to enable them to pay rent and service charges due
* To provide an excellent rents and service collection service, to include regular account monitoring and contact with people regarding payment
* To ensure the swift turn around and letting of empty homes, including arranging maintenance, lettings and new tenancies
* To provide regular reporting and analysis of rental and service charge income, property occupancy levels, tenancy and anti social behaviour management
* To build external relationships with key contacts to challenge and overcome barriers and system failures, and raise the profile and reputation of Mayday locally and nationally
* To be part of the on-call escalation rota, providing guidance to the out of hours service provider in responding to emergencies out of hours
* To work autonomously, solving problems and making operational decisions on a daily basis
* To work within a self managing team, sharing decision making and operational service responsibilities

**GENERAL**

* To live at all times the Mayday’s ethos and values together with its policies and procedures
* To commit to fairness, rights and respect by keeping to Mayday's Confidentiality and Data Protection Policy.
* To adhere to Mayday’s policy of Equality, Diversity and Inclusion in work with all people involved with Mayday. This includes ensuring that any organisation providing services to Mayday has robust Equality, Diversity and Inclusion policies and procedures.
* To adhere to and maintain, all health and safety standards including fire and gas safety, and to attend relevant training when appropriate. This includes ensuring contractors and other agencies have robust health and safety policies in place.
* To work in accordance with Mayday’s core values and mission statement.
* To undertake any other reasonable duties as directed (including providing cover for colleagues, as directed).
* To comply at all times with the Safeguarding Policy and Procedure.

This is a general description of the main duties and responsibilities of the post at the date of production. The duties may change over time as requirements and circumstances change.

**Person Specification**

All of the requirements are essential.

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| **Skills, Knowledge & Experience** |
| Experience working in the management of housing related services; such as income management, repairs and property management, tenancy and anti social behavior |
| Knowledge, understanding of and passion for person led, strength based approaches to working with people |
| Good networker with proven ability to work a diverse range of stakeholders |
| Good standard of general education with excellent verbal and written communication skills |
| IT literate; good level of proficiency with standard software packages such as Microsoft Word and Excel |
| Full and valid Driving licence and access to a vehicle |
| Creative, innovative and solution focused |
| Capacity to articulate how the system labels people and presents barriers to people going through tough times |
| Confidence to work with the person and not a label; to provide a human response for people in distress or going through tough times |
| Awareness of Safeguarding principles and practices |
| An understanding of how adverse experiences and distress may affect people and the way they behave |
| **Behaviours** |
| Passionate about tackling social injustice |
| Solution focused |
| Capable of challenging and willing to be challenged |
| Tenacious and energetic |
| Showing integrity & honesty |
| Shares power with people they work alongside |
| Relishes responsibility and independence |

Reviewed by May Read, COO, 04.09.19