

# Job Description and Person Specification



## POST IDENTIFICATION

<b>Post Title:</b>	Community Housing Officer
<b>Job Evaluation ID:</b>	2956SS
<b>Grade:</b>	8
<b>Directorate:</b>	Social Services and Housing
<b>Division:</b>	Caerphilly Homes
<b>Section:</b>	Housing Services
<b>Location:</b>	Penallta House
<b>Responsible to:</b>	Community Housing Team Manager

## JOB PURPOSE

Provide a high quality and customer focused operational housing and estate management service to Caerphilly Homes contract holders and other residents within defined community areas, achieving high levels of customer satisfaction.

Work in partnership to contribute to achieving the aims and objectives of Caerphilly Homes, to the development of associated policies and procedures and the sustainment of mixed tenure communities.

## KEY RESULT AREAS

Delivery of high quality, responsive community housing services across communities.

Development and sustainment of strong and trusting relationships with customers and communities.

Effective implementation of Caerphilly Homes' policies and procedures, ensuring all legislative obligations and standards are met.

Provision of accurate and timely advice, information, support and assistance on landlord and contract holder responsibilities and obligations.

Ensure ongoing contractual compliance by customers, remedying instances of non-compliance whilst supporting the aim of sustaining occupation.

Effective partnership working with colleagues, stakeholders, internal and external agencies.

## DETAILED TASK PROFILE

Support the Moving Homes team with the assessment, categorisation, shortlisting and allocation of properties, verifying eligibility of applicants, selection, viewing of void properties.

Formal offer and acceptance of the occupation contract on behalf of Caerphilly Homes, and provision of induction and familiarisation of contract holders regarding occupation conditions, obligations and responsibilities associated with the contract.

Effectively manage occupation contracts, including the investigation and response to potential breaches of contract. For example abandonment, non-occupation, property conditions, unauthorised alterations, failure to allow access.

Develop and maintain strong mutually respectful relationships with customers, advocate for them when required. Provide early intervention and ongoing targeted support, with specialist agencies, to meet their contractual obligations, helping to avoid repeat cycles of presenting issues.

Undertake regular home visits and property inspections, with colleagues when appropriate; provide suitable advice and guidance to customers, record and follow up in accordance with policies, procedures and statute.

Identify potentially vulnerable customers, and provide appropriate support, with partners and colleagues where required, to maintain and improve wellbeing and assist with contract compliance.

Manage disputes and allegations of anti-social behaviour in so far as they involve estate management or low risk anti-social/nuisance behaviour. Liaise with colleagues in the Anti-social Behaviour Teams.

Undertake affordability assessments, provide money advice and, where appropriate, refer to specialist agencies for more intensive support.

Investigate, assess eligibility for, and administer, cases of succession and contract transfers (mutual exchanges).

Identify situations that fall outside of policy and procedure, and those cases with exceptional circumstances, which may require a recommendation for an application for discretion and investigate and respond accordingly, having regard to legislation, policy and procedures.

Recognise potential homeless situations, provide preliminary housing advice and support on housing options, and make referrals to the Housing Solutions Team.

Satisfy safeguarding obligations, including recognition and reporting, work in partnership, attend case conferences and professional challenge where necessary.

Recognise potential cases of domestic violence, ask and act, identify and provide advice and support to victims and perpetrators, record, signpost, report, and provide information for multi-agency risk assessment conference (MARAC) and undertake appropriate actions.

Risk assess situations associated with individuals, and in homes and the community, and utilise the Employee Protection Register process.

Coproduce, develop and implement initiatives to improve the sustainability of local communities.

Carry out estate inspections and walkabouts to identify areas of concern and potential breaches of contract. For example misuse of housing land, encroachment, unauthorised parking, illicit tipping. Investigate, identify and resolve.

Identify potential environmental enhancement/works, respond to related referrals and service requests, work with partners and colleagues to develop solutions, and consult with all appropriate parties including members of the community, as appropriate.

Management of garage applications, including shortlisting, selection, allocation, sign-up and determination of eligibility and verification. Proactive management of garage sites.

Engage positively with the Older Persons team in relation to housing management matters associated with sheltered housing and floating support services.

Develop and maintain relationships with community groups, and partner agencies, to increase visibility, encourage conversations and support good housing management.

Build productive and cooperative relationships with colleagues, suppliers, and support providers to support service provision.

Participate in corporate initiatives for improving the delivery of customer services, including occasional assistance with training and information sessions.

Contribute to the review of systems and processes and implement new working practices to support performance and business improvement and enhance the customer journey and satisfaction with services.

Manage the evolving demands of the role, maintaining a detailed understanding of current policies, procedures, and legislation. Attend and take part in training opportunities to meet the requirements of the service.

Create and maintain comprehensive, confidential, and accurate, documentation and case records, having regard to legislative and procedural requirements.

Promote and assist customers with the use of IT and digital inclusion initiatives, and completion of applications to the Common Housing Register and Homeswapper.

Provide an urgent on-site response to emergencies for example fire, flood and domestic situations, and co-ordinate any required follow up actions.

Preparation of witness statements and attendance at court on behalf of the Council.

Responsible Officer in attendance at evictions and forced entries and management of any issues identified.

## **KEY WORKING RELATIONSHIPS**

Contract holders and customers – day to day operational contact.

Elected Members – assist, update and directly respond to enquiries, service requests.

Various corporate services for example Social Services, Parks, Legal – joint case working and information sharing, referrals, queries, safeguarding.

Caerphilly Homes managers and colleagues - provide and request advice and support, sharing of information, joint visits.

Statutory and third sector agencies Department for Work and Pensions, Police, utility companies for referrals, advice and assistance, support.

## RESPONSIBILITIES FOR STAFF

### **Post Titles, Numbers and Level of Accountability**

No direct line management responsibility other than assisting in work familiarisation, training and induction of colleagues and new recruits.

## RESPONSIBILITIES FOR RESOURCES

### **Financial; Plant; Buildings or Equipment**

Sole responsibility for a laptop, mobile, mobile technology. Lone working device. Uniform.

### **Data Systems**

Shared accountability for the use, management and safekeeping of various data systems

## WORKING ENVIRONMENT

Flexible post in accordance with the Council's Agile Working Policy. The team work on an agile basis between the office and home. They attend the Council offices when asked to do so for example for meetings, specific tasks, supervision and appraisals.

Required to undertake site and home visits daily, with lone working, including to customers who may be vulnerable and have complex needs.

Occasional need to work out of normal working hours. For example fire, flood and domestic situations.

Some exposure to confrontational situations, including verbal/physical aggression or abuse when dealing with difficult and contentious issues.

Property conditions experienced on site and during home visits may be very poor and personal protective equipment will be required on occasions.

## ADDITIONAL REQUIREMENTS

<b>Politically Restricted:</b>	No
<b>Disclosure and Barring Service Check:</b>	Basic
<b>Barred List Check:</b>	No
<b>Baseline Pre Employment Medical Assessment:</b>	No
<b>Registration:</b>	No

## ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

**The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.**

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Level 4 Housing qualification on the Credit and Qualifications Framework for Wales. For example HNC in Housing.	Level 5 Housing or related relevant qualification on the Credit and Qualifications Framework for Wales. For example HND in Housing.  Membership of Chartered Institute of Housing.
KNOWLEDGE	Proven working knowledge of Landlord/Tenant issues.  Sound knowledge and understanding of Housing legislation relevant to social housing management.	A general understanding of Housing Policy and Procedures.  Knowledge of Welsh Housing Quality Standards (WHQS) 2023.  Understanding of corporate working in the delivery of joint services.
SKILLS	Excellent communication skills, including the ability to draft letters and prepare case reports, interview notes.  Ability to adapt and work flexibly on own initiative and as part of a busy team to achieve objectives.  Demonstrate commitment to delivering exceptional customer service, with the ability to treat customers and colleagues with respect and consideration.  Excellent computer literacy, knowledge and understanding of IT systems, including Microsoft packages.  Able to work under pressure within defined policies and procedures, organise and prioritise workload, meet tight timescales and make sound decisions quickly.  Ability to be assertive, to deal sensitively with customers, to act with empathy, tact and diplomacy and to defuse confrontational situations.	Welsh language skills.

	ESSENTIAL	DESIRABLE
	<p>Ability to work unsupervised, use initiative and negotiate effective solutions according to individual circumstances.</p> <p>Able to build positive and effective relationships, managing perceptions and expectations.</p> <p>Ability to maintain effective partnerships and comply with inter-agency working arrangements.</p> <p>Display an objective and balanced attitude when dealing with complaints and enquiries.</p>	
EXPERIENCE	Proven experience of frontline working in social housing management or closely related field.	<p>Extensive experience of working in social housing management or a closely related service.</p> <p>Proven experience of working as part of a team and unsupervised.</p> <p>Experience of hybrid working.</p>
OTHER	Full UK Category B (Cars) driving licence and the use of a motor vehicle insured for business purposes to travel throughout the borough to visit customers and communities and attend meetings.	

## POST AUTHORISATION

<b>HEAD OF SERVICE:</b>	Nicholas Taylor-Williams	<b>DATE:</b>	28/01/2025
<b>MANAGER:</b>	Fiona Wilkins	<b>DATE:</b>	28/01/2025
<b>HR:</b>	Janine Harrington	<b>DATE:</b>	28/01/2025

## POST REVIEW

<b>OFFICER:</b>		<b>DATE:</b>	
<b>OFFICER:</b>		<b>DATE:</b>	
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