

# Job description

**Job title:** Housing Officer

**Grade:** Dorset Council Grade 10

**Job evaluation reference:** BC604

**Job family:** Buildings & Construction

## Purpose and impact

To efficiently manage all aspects of the council's supply of temporary accommodation across Dorset Council, including income management, Tenancy/Licence management and enforcement, and property management functions.

## Key responsibilities

1. To manage the physical condition of properties to ensure they are in a reasonable and lettable state, conducting regular property/void inspections, book repairs, and ensure any communal areas are clean and safe and free of obstruction.
2. Manage the key-to-key void process and ensure quick void turnaround.
3. To control the council's financial liability through the housing debt management process, pursue accommodation charges and rent, monitor Housing Benefit payments, and work closely with housing finance team to maximise income.
4. To obtain and monitor all mandatory safety and compliance certificates from landlords, including Dorset Council, who provide emergency accommodation for homeless households. To undertake regular visits checking on standards and services provided.
5. Undertake joint visits with contractors, Property and Assets services where necessary.
6. Arrange access to the properties when required.
7. To work with and support B&B proprietors who provide our emergency homeless accommodation, to ensure successful client placements whilst in B&B.
8. To arrange placement of clients into temporary accommodation, including sourcing and arranging B&B placements, and managing the placement until it is ended.
9. Conduct regular tenant/client visits, updating relevant systems, in line with the council's procedures.
10. Ad-hoc and scheduled periodic inspection visits, including Health & Safety inspections.
11. Maintenance visits, reporting issues to enable prompt resolution, checking and recording details of repair work carried out by third party contractors.
12. Dealing with complaints and following up to ensure that they have been addressed appropriately.
13. Tackling anti-social behaviour, investigating the cause, and liaising with third party agents if required.
14. To keep accurate records and notes on the relevant IT systems.
15. Ensure clients/tenants abide by the terms and conditions of their tenancy/licence/occupancy agreements and any breaches in the agreement are managed by serving warnings, issue notice to quit and carry out possession actions as necessary.
16. Investigate suspected abandonment, eviction process, providing supporting evidence for legal services and represent Dorset Council in court.
17. Organise storage and disposal of former occupiers' possessions.



18. To act as a point of liaison, attend meetings and undertake joint visits, between the council and stakeholders, to include temporary accommodation landlords, the police and social services, and other housing colleagues.
19. Provide references for prospective landlords for those households leaving temporary accommodation around their conduct, arrears, and any Anti-Social Behaviour issues.
20. To develop and maintain an in-depth knowledge of relevant Housing legislation.
21. Maintain a safe working environment and where relevant, report all incidents or potential hazards.
22. When lone working, always adhere to the service level guidelines, ensuring any concerns are raised as appropriate.
23. Ensure relevant policies and standards are followed and always maintained.
24. Participate in development, service improvement reviews and meetings.
25. To work with more complex individuals housed in the Council's temporary accommodation by moving applicants on through to alternative accommodation working alongside the Council's Resettlement Officers.
26. Work with social landlords and housing services teams to rehouse the more complex and difficult homeless cases, moving them on from temporary accommodation where private rent is not suitable.
27. To meet the customers' access needs in the most appropriate way through outreach, surgeries, carrying out home visits, meeting on site etc when required.

NB: The duties and responsibilities of this post are not restrictive, and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

### **Supervision and management**

Reporting to: Senior Housing Officer

Responsibility for: None

### **Other factors**

A Basic DBS check will be required.

This position has a significant travel requirement. This means that there is a requirement for a vehicle (or transport deemed to be suitable by the Council) to be available on most working days in order to carry out normal duties. Employees in positions with a significant travel requirement are required to provide a replacement vehicle if their usual vehicle is not available over an extended period.

### **Our values**

Our values act as guiding principles, defining what we believe is important in the ways we work together. Our values are Respect, Together, Accountability, Openness and Curiosity. You will need to be able to demonstrate these values in action through the way you work, regardless of your role within the organisation. Information about our values can be found on our website.



# Person specification

Your application will be assessed based on your demonstration of how you fulfil the following criteria; you should include clear examples of how you meet these criteria within your application form and during the assessment process.

## Essential

Essential criteria are the minimum requirement for the above post and will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

<b>Qualifications, training or registrations</b>	<b>Assessed through:</b>
Required by law or essential to the performance of the role or both	
1. A benchmark of 3 GCSE's (or equivalent) including Maths and English, at Grade C or above, or able to demonstrate relevant experience	Application form
2. Chartered Institute of Housing Level 4 or willingness to attain	Application form
<b>Experience</b>	
3. Experience of working in a local authority housing service, Registered Provider or third sector	Application form
4. Proven knowledge and experience of effectively dealing with a wide range of housing tenancy and property issues in the social housing sector, and/or in the private rented sector, including income management	Application form
5. Experience in working with repairs, maintenance, and inspections of properties	Application form
6. Experience of Partnership working	Application form
<b>Knowledge, skills &amp; abilities</b>	
7. Knowledge of managing rent accounts and debt recovery	Interview Assessment
8. Competent in the use of Microsoft Office packages	Interview Assessment
9. Understanding of the requirements of Equal Opportunity Legislation and ability to work with all sectors of the community	Interview Assessment
10. Enthusiastic and self-motivated	Interview Assessment
11. Ability to manage a wide range of demands, often working to tight timescales with conflicting priorities and making informed decisions	Interview Assessment
12. Able to work unsupervised or with minimum supervision, use own initiative with high level of resilience and ability to keep calm under pressure	Interview Assessment
13. Able to communicate to a high standard using different methods and styles	Interview Assessment
14. Good numeracy skills with attention to detail	Interview Assessment
15. Good customer care skills with the ability to listen and advise and deal confidently with difficult and vulnerable customers	Interview Assessment
16. High level of integrity, able to maintain confidentiality, being empathetic, sensitive and nonjudgmental	Interview Assessment
17. Ability to initiate relationships and build sustainable partnerships that work	Interview Assessment
18. Commitment to delivering a customer focused service and willingness to engage in continuous personal development	Interview Assessment
<b>Our values</b>	



19. Respect	Interview Assessment
20. Together	Interview Assessment
21. Accountability	Interview Assessment
22. Openness	Interview Assessment
23. Curiosity	Interview Assessment

## Desirable

Desirable criteria will be used in the event of multiple applicants meeting the minimum essential requirements and if applicable, will be assessed through a combination of your application form, assessment and interview (as specified below). We'll also use references to confirm that you meet the criteria for this role. We will require evidence of the qualifications, training or registrations listed below.

<b>Knowledge, skills &amp; experience</b>	<b>Assessed through:</b>
24. Up to date knowledge and understanding of welfare benefits and housing benefits and universal credit	Interview Assessment
25. Knowledge of a range of available housing options and support services	Interview Assessment
26. Substantial knowledge of relevant Housing & Homelessness legislation	Interview Assessment

## Approval

Manager's job title:

Date: April 2025

