**YMCA DERBYSHIRE**

**JOB DESCRIPTION**

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| **Job Title** | **Housing Management Officer –Campus** |

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| **Salary** | **£19,194 per annum pro rata** |

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| **Hours** | **21 hours (shifts may be required)** |

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| **Section A** | **Basic Objectives of the Post** |

* To work as part of the wider Team to provide a high quality, efficient and effective Housing Management service to residents.
* To assist the Housing and Portfolio Development Manager in meeting organisational targets for housing management, including void control, anti-social behaviour and arrears management
* To ensure compliance with relevant legislative frameworks, and YMCA Derbyshire’s policies and procedures.
* To respect and uphold the aims and values of the YMCA and contribute to a culture of excellence within the Housing Management team, continually improving and developing these services.

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| **Section B** | **Responsible to:** |

Housing and Portfolio Development Manager

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| **Section C** | **Responsible for (Supervisory Role)** |

None

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| **Section D** | **Duties & Responsibilities** |

1. **To work as part of the wider team to provide a high quality, efficient and effective housing management service to residents. This will include:**

* Assisting Pathway Coordinators in processing referrals including setting up records on company systems and conducting background checks.
* Providing ongoing management of residents’ occupancy agreements, issuing remedial action and legal notices.
* Ensuring that new residents are signed up to the service efficiently and that all legal paperwork is completed to a high standard.
* Liaising with external agencies and internal staff to minimise void losses.
* Contributing to the protection of service users from abuse and follow YMCAD’s safeguarding policy and procedures.
* Working effectively with a range of professionals and stakeholders, to ensure the management and success of placements.

1. **To assist the Housing and Portfolio Development Manager in meeting organisational targets for housing management, including void control, anti-social behaviour and arrears management. This will include:**

* Responding to applications and referrals promptly and in liaison with the appropriate Pathway Coordinator to reduce voids.
* Collecting, recording and processing rent payments appropriately.
* Monitoring non-payment of rent and working closely with the Income Recovery Officers to ensure bad debt is minimised.
* Ensuring residents understand their Occupancy Agreement, their rights and obligations, and enforcing breaches.
* Recording all activity on company systems
* Conducting weekly/monthly property standards and Health & Safety inspections of onsite properties
* Contributing to team KPIs

1. **To ensure compliance with relevant legislative frameworks, and YMCA Derbyshire’s policies and procedures. This will include:**

* Working with the Housing and Portfolio Development Manager to ensure that the service fits into the overall framework of policies; procedures and guidelines provided by YMCA Derbyshire.
* To understand and apply the principles of the following legislative frameworks:
  + Housing Legislation including Landlord & Tenant Act and Anti-social Behaviour Act
  + Welfare Reform and Exempt Accommodation
  + The Children’s Act 1989 (particularly s20) and Every Child Matters.
  + Safeguarding (including Missing & Absent Person’s protocols)
  + GDPR and Data Protection
* To work with the Team to review, recommend and develop policies which enable appropriate interpretation and implementation of housing and other relevant legislation

1. **The post holder may be required to undertake other duties as reasonably required, commensurate with the level of position and to meet the needs of the organisation.**

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| **Section F** | **Functional Links** |

It is essential to maintain and establish appropriate working links with all professional colleagues in the field whose role may affect your work. This will include:

* Residents
* Housing Management and ASB Team Leader
* Income Recovery Officers
* Pathway Coordinators
* Housing Navigators
* Estates and Maintenance Team
* Housing Options staff
* Other professionals
* Housing Benefit departments
* Other housing providers

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| **Section G** | **Any Additional Information** |

The hours of work are 35 per week and may include evenings, weekends and Bank Holidays to meet the needs of the service.

* Shifts are 7.45 am - 3.15 pm and 2.45 pm - 10.15 pm. Days are 8.15am to 4.15pm

A full driving licence and use of a car is desirable.

An Enhanced DBS check is required for this post

Employees of YMCA Derbyshire will be required to work within the remit of all organisational policies and procedures and any relevant legislation.

You will be working with residents who have a wide range of issues related to homelessness, and will be expected to present as a professional role model.

**YMCA Derbyshire**

**PERSON SPECIFICATION**

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| **Job Title:** | **Housing Management Officer - Campus** |

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| **TECHNICAL REQUIREMENTS (includes experience and qualifications)** | **Essential/**  **Desirable** |
| NVQ 3 or equivalent in Housing, Homelessness, Health & Social Care or other relevant subject | D |
| Experience of working within the homelessness field | E |
| Hold a full driving licence, business insurance and have use of a car | D |
| Computer literacy including word, excel and outlook and knowledge of management information systems | E |
| Previous housing management experience | D |
| **Customer Focus** |  |
| Ability to work professionally and courteously with a range of customers both internal and external to include staff, service users and external agencies | E |
| Understanding of the issues faced by young people | E |
| Understanding of the issues faced by homeless people | E |
| **Team-working** |  |
| Ability to work as part of a team, but also on own initiative and at times unsupervised. | E |
| Can work with others to ensure tasks are complete | E |
| Ability to monitor progress of work and make effective use of own and others’ time | E |
| **Communicating & Influencing** |  |
| Ability to communicate with a diverse range of people | E |
| Excellent interpersonal skills and written and oral communication skills | E |
| To work professionally with service users, maintaining professional boundaries and confidentiality at all times | E |
| **Planning & Organising** |  |
| Good analytical skills to assess the needs and manage regular rent payments and placements of clients. | E |
| Excellent record keeping and writing skills to ensure accuracy | E |
| **Managing & Developing Performance** |  |
| Proven ability to demonstrate skills and experience in providing support to new staff | D |
| Ability to set clear objectives with measures of success | E |
| **Decision Making** |  |
| Understanding the issues of those experiencing financial hardship/budgeting difficulties and how to address this. | E |
| Working with service users experiencing financial hardship/budgeting issues to devise and agree appropriate payment plans to ensure regular rent payments | E |
| **Responding to Pressure & Change** |  |
| Ability to work flexible hours, including evenings and weekends as well as being on-call | E |
| Ability to manage challenging behaviour in a positive manner | E |

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| **Advantaged Thinking Requirements** | **Essential/**  **Desirable** |
| **Uses positive language and avoids negative stereotypes** |  |
| Is able to use language in a positive way to communicate to residents and colleagues | **E** |
| **Is inquisitive and explores people’s potential** |  |
| Is able to use open questioning to explore a persons’ wishes and aspirations | **E** |
| **Focusses on solutions instead of supporting problems** |  |
| Understands our asset-based approach and values this as part of their working practice | **E** |
| **Willing to invest in their role, their team and residents/young people** |  |
| History of and future commitment to professional and personal development | **E** |
| **Has inspirations for themselves, their team and residents/young people** |  |
| Is able to use their own and YMCA values to inspire young people to be the best version of themselves | **E** |
| **Involves residents/young people/staff in creating their own path and sees value in experience** |  |
| Can communicate effectively with young people to identify their pathway and set mutually agreed goals which are meaningful. | **E** |
| **Has courage and the strength to challenge negativity and promote a strengths-based culture** |  |
| Understands what good practice is and the need for professionalism. Can identify their own strengths and those within their team. | **E** |

**YMCA DERBYSHIRE**

**TERMS AND CONDITIONS**

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| **Job Title:** | **Housing Management Officer - Campus** |

1. **Salary**

£19,194 per annum pro rata

**2. Hours of work**

21 hours per week to be worked over 5 days. This may include evenings, weekends and Bank Holidays to meet the needs of the service.

**3. Leave entitlement**

6 weeks per year including Bank Holidays

**4. Sick pay provision**

2 weeks in a rolling 12 month period; following a 3 month qualifying period

1. **Pension entitlement**

Auto enrolment to Peoples Pension

1. **Period of termination notice**

One week during 6 month probation period thereafter one month

1. **Conditions of appointment**

The appointment is subject to YMCA Derbyshire receiving two satisfactory

references, the completion of a confidential medical questionnaire and a medical examination if considered necessary; an Enhanced DBS check and a six month probationary period.