

## Leeds City Council

### Job Description

**Job Title: Housing Officer**

**Salary:**

**Service Area: Housing Management**

**Grade: C3**

**Directorate: Environment & Housing**

**Date: July 2014**

**Responsible to: Housing Manager**

#### **Purpose of the job:**

To provide quality housing management services to meet the needs of customers, making a positive contribution to the social and physical environment of the area managed.

Customer focused and motivated to give the best possible service in the communities we serve.

To deliver an efficient customer focused service, ensuring maximum performance levels and continuous improvements in all areas of housing management services.

#### **Principal Responsibilities:**

- To take ownership and responsibility for the social and physical environment of a defined geographical service area.
- To ensure that the estate environment is maintained to a high standard.
- To be responsible for the achievement of performance targets within a defined geographical area.
- To be responsible for maximising various income streams to the authority and our tenants
- To deal with issues of anti-social behaviour, nuisance and work with other agencies to help create safe and sustainable communities.
- To enforce tenancy conditions where appropriate.
- Supervise and manage staff as required
- Provide appropriate advice and support to customers.
- To ensure the Council's safeguarding procedures are followed where appropriate.
- To actively develop and promote tenant engagement and involvement through a variety of different approaches.
- To work with partner services, elected members and local communities to deliver and develop services and improvements in a defined area.
- To work within Council policies and procedures including data protection and financial regulations.
- To ensure the Council's health and safety policies and legal requirements are adhered to.
- To contribute to the development, review and improvement of policies and strategies in line with current legislation and best practice.
- To support the achievement of equality and diversity in both employment and service delivery including the promotion of equality of opportunity
- Promote and deliver the priorities, values and objectives of Leeds City Council at all times

#### **Economic Conditions:**

Annual Leave: 24 days increasing to 29 days for 5 years local government service pro rata plus statutory holidays

Hours: 37 hours per week

Flexitime: Eligible to participate in flexi-time scheme

Conditions of Service: NJC Conditions apply

## Prospects

**Promotion:** Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

**Training:** The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

**Relationships:** The post holder will work closely with colleagues within Housing Leeds and will also be required to maintain effective relationships with staff at all levels within the Directorate, other Council departments, Elected Members, external agencies and the general public.

## Qualifications

**Physical Conditions** The post holder may be based at any Leeds City Council office. Leeds City Council has a no smoking policy.

Job Description Content Prepared / Reviewed by:  
Name: Julie Carter  
Designation HRBP

Confirmation Job Evaluation Undertaken  
Name:

Date: 06/08/14

Designation:  
Date:

**We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We promote diversity and want a workforce that reflects the population of Leeds. Prior to the Interview we will request your References. Failure to obtain both references may result in your interview being withdrawn.**

**PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS:** It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

**Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate**

<b>1. Qualifications and Knowledge</b>	<b>Ess</b>	<b>Des</b>	<b>MoA</b>
Knowledge of the role of the Council Housing Service and its responsibilities in managing homes and communities.	X		
Knowledge of current housing issues, legislation, policies and local strategies and initiatives.	X		
Awareness of customer engagement opportunities, enabling customers to help design and evaluate services.	X		
A good understanding of equality issues in the day to day delivery of services.	X		
Knowledge of the Council's Allocations and Lettings procedures.	X		
Knowledge of effective income management practices.	X		
Knowledge of effective anti-social behaviour remedies and best practice.	X		
Awareness of how social and environmental conditions	X		

affect quality of life.			
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<b>2. Specific Skills and Competencies</b>	<b>Ess</b>	<b>Des</b>	<b>MoA</b>
To be able to communicate effectively with customers, colleagues, elected members and all other partners	X		
Able to supervise and manage colleagues	x		
Able to use a wide range of communication tools appropriate to the customers preferred method.	X		
Able to show empathy, act tactfully and sympathetically with customers over a range of issues	X		
Able to manage competing demands and priorities to meet deadlines.	X		
Able to make objective decisions in the interests of achieving local priorities.	X		
Able to input, maintain and retrieve information accurately from a variety of sources.	X		
Able to objectively investigate and clearly report (in writing or verbally) on a range of issues.	X		
To work within budgets.	X		
Able to adapt behaviours to achieve positive outcomes	X		
<b>3. Experience</b>	<b>Ess</b>	<b>Des</b>	<b>MoA</b>
Experience of working with other agencies to achieve positive outcomes for customers.	X		
Experience of supervising colleagues		X	
Experience of taking and responding to a broad range of customer enquiries.	X		
Experience of playing a key role within a community.		x	
Experience of the working with the public.	X		
Experience of working to deadlines and adapting to competing priorities	X		
Experience of working in a busy customer focused team.	X		
Experience of working with a range of computer software packages including Microsoft Office	X		
<b>4. Behavioural</b>			
Demonstrate a commitment to Council Values			
Positive and flexible approach to change			
Commitment to maintaining a healthy and safe environment			
Willing to support and promote equality and diversity			
Commitment to providing excellent service to customers			
Commitment to personal learning and development			

### RISK ASSESSMENT OF THE POST

CLIENT GROUPS, the employee will work with \*

General Public	*	Housing Tenants	*	Other Agencies	*
Children		People with learning difficulties	*	Clients in their own home/residential home/hostel	*

FOOD HANDLING:

The job will involve \*

Handling Food		Preparing Food	
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PHYSICAL CONDITIONS:

1. Work is conducted in the main \*

Indoors	*	Outdoors		Sitting	*	Standing		Walking		Office Accommodation
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2. The job will involve \*

Climbing		Working at Heights		Potentially working in smoking environment		Driving	*	Lifting
Stretching		Working underground		Working in confined spaces		Bending		Carrying

Type of Vehicle (other than car) \_\_\_\_\_

3. This job may involve possible exposure to

\_\_\_\_\_

We therefore offer \_\_\_\_\_ as a protective measure

CONTROLS TO MINIMISE HAZARDS - The following specialist equipment will be provided for the job.

1. Personal Protective Equipment (please specify)

\_\_\_\_\_

2. Breathing Apparatus \* \_\_\_\_\_ specify type

\_\_\_\_\_

3. Harness \* \_\_\_\_\_ specify what

\_\_\_\_\_

4. Protective Clothing \* \_\_\_\_\_ specify what

\_\_\_\_\_

5. Other equipment used \* \_\_\_\_\_ specify

\_\_\_\_\_

\* Tick where appropriate to indicate what aspects the job will involve.

**WE WANT ALL OUR EMPLOYEES TO WORK IN SAFE AND HEALTHY CONDITIONS.  
IN ACCORDANCE WITH HEALTH & SAFETY LEGISLATION - ALL EMPLOYEES HAVE A  
DUTY TO ACT RESPONSIBLY AND TO DO EVERYTHING THEY CAN TO PREVENT INJURY  
AND ILL HEALTH TO THEMSELVES, FELLOW EMPLOYEES AND OTHERS.**