**Job Title : Housing Officer**

**Grade: EVH Grade 6**

**Reporting to: Director of Housing**

**Job Summary**

# The Housing Officer is responsible for managing and supporting housing services, ensuring tenants’ needs are met, and maintaining compliance with relevant legislation such as the Housing (Scotland) Act. The role involves providing advice, managing tenancy agreements, addressing housing issues, and promoting sustainable communities.

**Hjaltland - Providing Homes, Supporting Communities**

Our core values are inherent in everything we do:

**Teamwork Openness Ownership Quality Innovation**

# **Key Responsibilities**

* Tenant Support & Advice: Assist tenants with tenancy issues, rent payments, and tenancy rights, providing guidance on housing options and related services.
* Tenancy Management: Administer tenancy agreements, including new lets, mutual exchanges, variation of tenancies, evictions, and transfers, ensuring adherence to Scottish housing legislation. Work in collaboration with colleagues to minimise void times and ensure properties are re-let to the Association’s approved letting standard.
* Rent Collection & Financial Management: Collect rent, manage arrears, and work with tenants to resolve payment issues.
* Antisocial Behaviour (ASB); Follow the Association’s ASB policy to ensure any reports are dealt with timeously and effectively to minimise the impact on tenants and the wider community.
* Housing Estate Inspections & Maintenance: Conduct inspections of housing schemes and communal areas, coordinate repairs, and liaise with maintenance teams to ensure our communities are safe and well-maintained.
* Compliance & Record Keeping: Maintain accurate records of tenant interactions, repairs, and legal notices in line with data protection and housing regulations.
* Tenant Participation & Community Engagement: Promote the importance of Tenant Participation in service delivery and scrutiny of Association performance,ensuring tenants have the ability to contribute in decision making and policy and procedure reviews.
* Housing advice; Provide bespoke housing advice to all customers, regardless of tenure, with appropriate sign-posting and referrals to other agencies, such as Citizens Advice Bureau or Shetland Islands Council Housing Service, as required.
* Tenancy Sustainment: Promote tenancy sustainment through working with colleagues, external agencies, local authorities, and support organisations to provide holistic support for tenants
* Complaints; Resolve frontline complaints and, where appropriate, escalate to a senior officer. Ensure all complaints received are appropriately recorded and actioned in line with Association policy.
* Inter-agency partnerships; contribute to safeguarding of individuals through inter-agency protocols, including Child Protection, Adult Protection and those at risk of Domestic Abuse.
* Legal & Regulatory Compliance: Ensure all activities comply with Scottish housing laws, including the Housing (Scotland) Act, and policies related to equal opportunities and tenant rights.
* Provide support to and attend to occasional emergencies and customer requests that may be out with normal office hours.
* Undertake appropriate training and continuous person development.
* Comply with all the Associations policies and practices with particular regard to HSAW, Equal Opportunities and Confidentiality.
* Due to the geographical location of properties, extensive travel throughout the Islands will be necessary.
* Undertake other appropriate work, within the scope of the Post, as agreed with the Director of Housing.

**Person Specification – Housing Officer**

The selection panel has identified this comprehensive specification for ideal candidates. They will consider candidates against these and will shortlist using these criteria. Candidates are encouraged to apply if they meet all required criteria but not necessarily all desirable requirements.

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| **Education & Qualifications** | **Essential** | **Desirable** |
|  | Qualifications to higher level or equivalent in core subjects. | CIH Certificate in Housing or knowledge and ability at an equivalent level |
|  | Willingness to undertake further training |  |
| **Experience &**  **Knowledge** | **Essential** | **Desirable** |
|  | Experience of working with vulnerable people providing support and advice | Experience of working in a housing setting |
|  | Experience of multi-agency working | Experience of budgeting and the benefits sysem |
|  | Experience of maintaining accurate records | Knowledge and understanding of relevant housing legislation |
|  | Experience of computers and Microsof office applications including Word and Excel | Experience of handling cash |
|  | Experience of collating information and preparing reports |  |
|  | Experience of handling difficult situations, including complaints, in a sensitive manner |  |
|  | Understand importance of effective recording and monitoring |  |
|  | Ability to learn complex systems quickly |  |
| **Skills &**  **Abilities** | **Essential** | **Desirable** |
|  | Articulate and able to communicate at all levels | Ability to manage and oversee a piece of work |
|  | Ability to provide a positive and sensitive approach to tenants, applicants and stakeholders |  |
|  | Self-reliant and able to work effectively under pressure |  |
|  | Able to work as a member of a team |  |
|  | Capacity to work with emotive and sensitive issues whilst remaining calm and demonstrating patience and understanding |  |
| **Other Requirements** | **Essential** | **Desirable** |
|  | Strong interpersonal skills with the ability to build working relationships within a team |  |
|  | High levels of Integrity, being ethical and remaining confidential |  |
|  | Committed to continued professional development |  |
|  | A team player but is self-motivated and can work with the minimum level of supervision |  |
|  | Flexible, adaptable and willingness to ‘muck in to meet the Associations needs’ |  |
|  | Committed to the Vision and Values of the Association |  |
|  | Full Driving Licence and access to a car |  |

Reviewed May 2025

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