HOMEOWNERSHIP OFFICER

WEST BROMWICH

£23,643 TO £25,620 PER ANNUM, 35 HOURS PER WEEK

Delivering a high quality service to a range of homeowners, including shared owners and elderly residents living within Retirement Schemes, you will be responsible for preparing service charges and carrying out regular scheme visits and inspections.

We will also look to you to establish resident involvement, including taking a pro-active approach to any complaints and anti social behavior or suggestions leaseholders make, so your ability to build trust and relationships is key.

Exceptional customer service skills, coupled with a sound knowledge of Microsoft Office (or similar) are essential. Previous experience of staff supervision is also required as you will be responsible for the line management of staff.

As travel is a requirement of this role a full, current driving licence and access to a vehicle is essential.

Excellent benefits include 26 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2406.

Closing date: 5pm on 2nd March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Housing Association is an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Job Reference: HSG22a

HOMEOWNERSHIP OFFICER

Reports to:	Area Manager
Scope:	▪ Office based with regular travel and occasional overnight stays ▪ Frequent telephone and computer use with associated office hazards ▪ Driving between sites throughout UK ▪ Flexible working approach required to meet the needs of the business with occasional weekend and evening visits expected ▪ Lone working, home visits and dealing with potential hazardous situations may be required
Job Purpose:	To deliver effective regional housing services to ensure that customers receive high quality, safe and value for money services that meet their identified needs.

CONTEXT

This job is responsible for the day to day delivery of regional housing operations for Sanctuary Midlands within the Housing and Communities business.

The job holder will be responsible for delivering effective housing management services for part of the region. The job holder will provide support as needed to the local housing teams. This will include assessing potential residents and allocating properties appropriately and quickly. The job holder will spend a significant proportion of their time visiting schemes, carrying out inspections of communal areas, identifying service deficiencies and implementing service improvements. They will also be expected to deal with issues as and when they arise and support the prompt collection of income and debts.

They will also manage relationships with a variety of stakeholders, including residents, staff and external agencies such as Local Government, regulation and compliance agencies. The job holder will represent the organisation and external meetings and events, including making court appearances on behalf of the organisation as needed. They will also ensure that residents have the opportunity to make recommendations for service improvements, are effectively consulted on these and are involved and kept up to date with progress. One of the key aspects of this role will be ensuring that antisocial behaviour and tenancy enforcement issues, as well as any other customer complaints, are dealt with appropriately and within service standards. The job holder will work within the organisational policies and procedures and ensure compliance with relevant legislative and regulatory requirements. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The job holder will ensure that health and safety and welfare issues are communicated effectively and promoted within their area of responsibility and that staff fully understand their responsibilities for and fulfil their duties in accordance with the Group policy and procedures. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Ensure the effective delivery of high quality regional housing services to satisfy the needs and expectations of current and future residents in line with regional and local strategies.
   Measure: Feedback

2. Liaise, consult and respond to residents to ensure involvement activities are accessible and meeting customer expectations and to ensure that a proactive and positive approach is adopted in response to customer complaints.
   Measure: Customer feedback, delivery in line with customer expectations and organisation objectives, number of complaints resolved within service standards

3. Manage the delivery of high quality customer service by resolving problems or setting into motion the means of resolution, ensuring customers are kept up to date with the progress of their query.
   Measure: Information provided to agreed timescales and in easily understandable format, number of queries resolved against those outstanding

4. Deliver high quality and value for money housing services, including assisting with developing and delivering action plans where standards are not being met, to meet the needs of the Group's customers and the wider community.
   Measure: Inspection results (target 3 stars equivalent), STATUS survey feedback, achievement of efficiency targets, achievement of targets, e.g. ASB, resident involvement, tenancy management, complaints, etc.

5. Meet all legislative and regulatory requirements for housing services activities to ensure safe homes for the Group's customers minimising potential risks.

Measure: Compliance with Housing Legislation and health and safety regulations, completion of agreed audit recommendations

6. Manage and maintain relationships with key stakeholders, identifying any shortfalls in service delivery and ensuring they are dealt with appropriately and delivering high quality customer service that meets the changing needs of the Group.
   Measure: Customer feedback, problems resolved efficiently, service levels met

7. Support the recruitment, performance management and development of quality staff to ensure required skilled staff available to meet business needs for delivering high quality housing services.
   Measure: Number of vacancies, recruitment costs, staff turnover, performance management issues, business needs met

8. Contribute to special programmes and projects in support of the Group's activities.
   Measure: Achievement of programme/project delivery targets and outcomes

RESOURCES

Finance	Supports delivery of services within area budget of £25m
Staff	Direct staff – 0 to 6 direct reports (will provide support as needed to regional housing teams, even where these staff are not direct reports)
Other	Service provision to one Region Impact on tenants in up to 7,000 properties

PERSON SPECIFICATION

Competencies

Adaptability	Is flexible when circumstances change and keeps projects and goals on track by changing the approach they take. Flexes the approach to fit the person or situation faced.
Communicating and Influencing	Personally uses multiple arguments or different approaches to influence others without tailoring the approach to the needs of the audience. May include careful presentation of data.
Continuous Improvement	Makes specific changes aimed at improving the performance of self and/or others without setting a specific goal.
Customer Service	Goes beyond expectations to provide assistance during critical periods and/or adds value to the customer.
Decisiveness	Acts quickly and decisively when others might wait, study the situation and hope the problem will resolve itself.
Problem Solving	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities / differences with problems experienced before and identifies possible solutions.
Leadership	Helps team members understand priorities and the reasons for decisions, proactively providing them with useful information.
Developing Others	Gives short-term task-related instruction or helpful suggestions to support development.
Managing Performance	Puts in place clear boundaries around acceptable behaviour and performance; firmly says no to unreasonable requests.

	Essential	Desirable
Qualifications and Attainments		
▪ Able to demonstrate a level of numeracy and literacy to the equivalent of Advance Vocational Certificate of Education (AVCE)	√	
▪ Institute of Housing qualification or knowledge and ability at an equivalent level		√
▪ NVQ3 in relevant area (e.g. business administration, customer service) or knowledge and ability at an equivalent level	√	
▪ Full, current driving licence	√	
Work Experience		
▪ Working knowledge of delivering high quality housing services or similar	√	
▪ Proven experience of working to deadlines and prioritising work loads	√	
▪ Some experience of staff management	√	
▪ Working knowledge of good practice resident involvement or customer participation activities and practices	√	
▪ Working knowledge of relevant regulations, legislation and good practice	√	
▪ Working knowledge of effective communication at all levels	√	
▪ Proven experience analysing and diagnosing problems and implementing effective solutions	√	

	Essential	Desirable

Skills		
▪ Good communication skills including clear written and spoken English	√	
▪ Good negotiation and presentation skills	√	
▪ Excellent interpersonal and customer care skills	√	
▪ Ability to extract and interrogate computerised information and documentation	√	
▪ PC literacy — Intermediate Microsoft Word or similar	√	
Basic Microsoft Excel or similar	√	
Some experience in the use of V5 Housing systems or similar	√	
Email and internet communications	√	