## Job Description

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| **Job title** | Housing Support Officer |
| **Grade** | Grade 4 |
| **Service/Team** | Housing  Housing Operations |
| **Main purpose of job** | The postholder will be accountable to the Housing Operations Manager and will be responsible for providing day to day support to the Housing Operations Team. This includes the capture and analysis of key performance indicators, case management in accordance with regulatory standards for cases of damp and mould, maintenance of all Housing Management Systems and be responsible for Horizon Scanning within the sector. |
| **Key responsibilities** | To take responsibility for and provide effective case management regards damp and mould across the Council stock.  To take responsibility for the maintenance of all Housing Management systems and provide guidance to the Housing Operations Team.  To develop strong working relationships between internal and external Teams, developing procedures to enable better working.  To be responsible for horizon scanning for the Housing Operations Team and issues effecting social housing. |
| **Key tasks** | Responsible for case management of damp and mould, acting is the link between all internal teams and the customer.  Report requests for repairs and monitor their progress to satisfactory completion.  Responsible for the day-to-day maintenance of Housing Operations Systems.  Responsible for analysing and updating performance related data within the scope of the Housing Operations Service.  To Horizon Scan for updates in legislation, policy and best practice which effects social housing and present these to management.  Engage with customers to collate their views regards policy, procedure and ensure the customer voice is collated regards the operation of the Councils Housing Service.  The above is not exhaustive, and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Housing Operations Manager. |
| **Responsible to** | Housing Operations Manager |
| **Other duties/specific policies e.g. DBS** | The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct and all other Council Policies.  The post holder must comply with the Council’s Health and safety rules and regulations and with Health and safety legislation.  The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.  To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council |