HR reference only: A3859

Job Description

Newcastle City Council

Job Title: **Housing Officer**

Grade: **N6**

Reports To: **Housing Manager**

Number of Reports: **0**

Key job element
To provide a responsive service to achieve positive outcomes for our customers; be a key point of contact for our customers, delivering brilliant services to achieve our vision to be First for Housing. Oversee voids and effectively manage allocations to ensure properties are appropriately let within target timescales. Adherence to and achievement of performance targets for registering applications and letting properties. Achievement of objectives set through the Housing Performance Indicator framework. Responsible for management of caseload of housing applications through Newcastle Homes, providing customer with an assessment of eligibility and housing need including the banding of applications and signposting to the relevant service area where required. Deliver a quality service which efficiently and effectively manages the housing register and provides advice to customers. Where customers are identified as having health needs and would benefit from adaptations and/or relocation, support and advice will be given in conjunction with relevant services. Manage tenancies within your neighbourhood from sign up through to termination. Help customers in dealing with any problems they are experiencing in relation to their tenancy or their neighbourhood including monitoring, recording and progress chasing matters to ensure they are resolved. This could be face to face in our hubs or during visits to our customers' homes. Organise and attend events with customers for example estate inspections, show homes, consultation events and tenants and residents' meetings. Be visible on our estates, identifying, reporting and where possible resolving neighbourhood issues as quickly as possible. Listen to our customers views on our services and ensure this is used to influence future decision making. Work collaboratively with other divisions, service providers, agencies, and customers to ensure tenancies are sustained and the effective delivery of the Neighbourhood Plan within your designated neighbourhood. Assist in the preparation of information on your neighbourhood plan and produce reports on key issues within your designated neighbourhood. Support NCC in achieving our compliance and regulatory targets with regards to health and safety and housing management ensuring actions are followed up and any safeguarding concerns are addressed.

PROTECT - INTERNAL USE ONLY

Make timely referrals into local neighbourhood services, Support Services and relevant external agencies and work with them to help ensure customers have the right support at the right time to enable them to better sustain their tenancies.

Manage informal and formal customer complaints as per NCC's Complaints Policy.

Ability to work flexibly across the city.