

Housing Services Officer, Durham

Durham

£27,804 - £30,383 Per annum

Full Time 37.5 Hours per week

Permanent

Ref: INS1238001

Join Inspire North as a Housing Services Officer!

Are you passionate about providing high-quality housing services and helping people maintain safe, stable homes?

We're looking for a [Housing Services Officer to join our Durham Team](#). This is an exciting opportunity to play a key role in managing supported accommodation across County Durham, ensuring our properties are safe, well-maintained and compliant, while delivering excellent housing management services to our tenants.

No two days are the same. One day you may be carrying out property inspections and preparing homes for new tenants, while the next you could be coordinating repairs with landlords and contractors, managing tenancy issues, investigating anti-social behaviour, or supporting tenants to sustain their accommodation. You'll work closely with colleagues, landlords and external partners to ensure our accommodation remains safe, compliant and provides the best possible environment for those we support.

Who we're looking for:

- Experience of property and tenancy management, including rents, voids and housing compliance requirements.
- Strong communication skills with the ability to build positive relationships whilst maintaining professional boundaries.
- Knowledge of housing legislation, housing benefit, repairs and maintenance, health and safety, and tenancy management.
- Experience managing anti-social behaviour (ASB), tenancy-related issues and supporting tenants to sustain their homes.

Why Join Us?

We understand that when people feel supported and valued, they can achieve great things – and we want you to be part of that.

Here's what you'll enjoy as part of our team:

- **Flexible working options** to help you balance work and life in a way that suits you.
- **Hybrid working** – enjoy the best of both worlds!
- **25 days annual leave** plus bank holidays, increasing to 30 days with service – because your time off matters.
- A wealth of **learning and career development opportunities**, with paid and tailored training to support your growth.
- **Free, confidential Employee Assistance Programme 24/7**, including access to counselling and **GP services** – your wellbeing is a priority.
- **Employer contributory pension scheme** to help secure your future.
- Great **maternity, paternity and adoption benefits** to support you and your family.
- Exclusive **care workers discounts** to make life a little easier.
- Access to a range of **Employee Networks** including People of Colour, LGBT+, Mental Health and Accessibility – we embrace and celebrate diversity.
- A **variety of health and wellbeing initiatives** to keep you feeling your best.
- **Cycle to Work Scheme** to help you stay active and reduce your carbon footprint.
- Access to a **Corporate Health Plan** to support your physical and mental health.

We embrace diversity and are committed to creating an inclusive, anti-racist environment where everyone can thrive by being their true self. Join us in driving this important agenda forward and help shape a workplace where all voices are valued!

If you're ready to use your skills to help others succeed, we'd love to hear from you.

For an informal chat about the role please contact **Jill Thorpe**, Service Manager via jill.thorpe@inspirenorth.co.uk or 07581294093.

Recruitment is ongoing, and we're reviewing applications as they come in. To give yourself the best chance, we recommend applying as early as possible. Please note that we may close the advert at any time if we find the right candidate or receive a high volume of strong applications.

Good Luck!



** You may use AI tools to support your application, but please ensure it is written in your own voice and reflects your experience, strengths, and reasons for applying.*