

## ROLE PROFILE

### HOUSING SERVICES OFFICER

#### DURHAM TEAM

#### Organisational Expectations

As part of our team, you're expected to deliver excellent service, follow best practices, and live our values. You're encouraged to share ideas, seek improvements, and treat feedback as a chance to grow, including completing any training needed for your role.

Everyone plays a part in promoting equality, diversity, and inclusion. As a proudly anti-racist organisation, we expect you to actively support this work.

You're responsible for your own health and safety and that of your colleagues, in line with our Health & Safety policies.

You must also follow all organisational policies and procedures, meet legal and regulatory requirements (including those from CQC, Ofsted, and others where relevant), handle personal data in line with GDPR, support team and organisational KPIs, and take ownership of your learning and development.

#### Job Purpose

You will be responsible for the day-to-day management of our supported accommodation properties across County Durham, ensuring they are safe, well-maintained and meet required living standards while overseeing individual tenancies.

You will provide excellent customer care and a flexible, high-quality housing management service, ensuring compliance with Void Management, Repairs and Maintenance, and Health and Safety policies. Working closely with landlords, you will ensure lease conditions are met, and you'll liaise with contractors to coordinate timely repairs so that high-quality accommodation is consistently provided.



| Reports To?       | Service Manager                     |
|-------------------|-------------------------------------|
| Responsible for?  | <input checked="" type="checkbox"/> |
| Budget Holder?    | <input checked="" type="checkbox"/> |
| Driving Required? | <input checked="" type="checkbox"/> |
| DBS Required?     | <input checked="" type="checkbox"/> |
| Hybrid working?   | <input checked="" type="checkbox"/> |

## KEY RESPONSIBILITIES

- Conduct property inspection and prepare them for re-let, ensuring all homes meet required legislative standards
- Arrange and co-ordinate repairs with landlords and/or contractors, ensuring tenants receive timely updates on progress
- Identify, report and manage cases of damp and mould issues, ensuring timely investigations, appropriate remedial action, and communication with both tenants and landlords
- Ensure all properties remain fully compliant with safety and statutory requirements, including Gas Safety, Portable Appliance Testing (PAT), Energy Performance Certificate (EPC), Electrical Installation Certificate (EIC), Decent Homes Standard (DHS) and monthly Health and Safety checks
- Manage void properties effectively providing regular updates on their status
- Work collaboratively with colleagues and clients/tenants to allocate properties, undertake viewings and complete sign-ups for new tenants
- Maximise income through the effective management of current and former tenants' rent accounts and follow arrears recovery procedures where applicable
- Manage rechargeable repairs, ensuring costs arising from tenant damage or negligence are correctly assessed, communicated, invoiced and recovered in line with policy
- Manage and resolve anti-social behaviour (ASB) cases
- Provide practical housing management support and signposting to ensure tenants can maintain their tenancies and prevent homelessness
- Prepare cases for legal action, including gathering evidence and attending court as required

Please note this role description outlines your general duties and responsibilities. While it provides a good idea of what is expected, it is not exhaustive and your role is likely to evolve over time. We value flexibility, so we may ask you to take on additional reasonable tasks.

This document is not a contractual agreement and may be reviewed and updated at any time at our sole discretion.

Date last reviewed: August 2026

# PERSON SPECIFICATION

The list below highlights the key skills and qualities needed to succeed in this role. These will be considered during the recruitment process, and we encourage you to demonstrate how your experience and strengths match these criteria.

While we understand you may not meet all of the 'desirable' criteria, we value potential and a commitment to learning. Any areas for development can be supported as part of your continued growth.

Essential: ★ Desirable: ☑

| Approach and Values                                                                                           |   |
|---------------------------------------------------------------------------------------------------------------|---|
| Demonstrate a good understanding of and active commitment to diversity, inclusion and anti-racism.            | ★ |
| Ability to build and maintain positive relationships while maintaining professional boundaries.               | ★ |
| Demonstrate a commitment to supporting clients to take an active role in shaping the services they receive.   | ★ |
| Knowledge and Skills                                                                                          |   |
| Good verbal and written communication skills, with a strong focus on accuracy, attention to detail.           | ★ |
| Proficient in using Microsoft Office applications and other information systems.                              | ★ |
| Able to self-manage, effectively plan and prioritise tasks and consistently deliver results.                  | ★ |
| Able to effectively communicate in various ways to different stakeholders.                                    | ★ |
| Demonstrate an awareness of safeguarding and risk management when dealing with complex needs clients          | ★ |
| Able to work collaboratively as a team member, to achieve common goals with a flexible and adaptable approach | ★ |
| Demonstrate an awareness of GDPR and the need for confidentiality when dealing with personal information      | ★ |

|                                                                                                                                                                   |   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| Knowledge of housing compliance requirements, including property standards, repairs and maintenance, damp and mould management, and health and safety obligations | ★ |
| Working knowledge of housing legislation and housing benefit                                                                                                      | ★ |
| Knowledge of tenancy management including rent management, anti-social behaviour (ASB) and court procedures.                                                      | ★ |
| Hold a valid UK driving licence (or one permitting driving in the UK) and access to a vehicle for work purposes.                                                  | ★ |
| CIH Level 2 qualification, or a willingness to work towards achieving this qualification upon successful completion of the probationary period                    | ★ |
| Language skills (e.g., Urdu, BSL, etc.).                                                                                                                          | ☑ |
| <b>Experience</b>                                                                                                                                                 |   |
| Experience of property and tenancy management including rents, voids and compliance of safety requirements                                                        | ★ |
| Experience of identifying and managing damp and mould issues and coordinating repairs in properties                                                               | ★ |
| Experience of managing anti-social behaviour (ASB) cases                                                                                                          | ★ |
| Experience of preparing cases for legal action, including gathering evidence and attending court where required                                                   | ☑ |
| Experience in mental health, housing or homelessness, whether as a client, carer, employee or volunteer.                                                          | ☑ |