



Job Description

Job Title: Housing Officer

Report to: Senior Housing Officer

Location: Sites in: Uckfield / Croydon

Salary: £32,063.25

Job Purpose

To assist the senior housing officer with the day-to-day management and procurement of housing services to our Tenants within the South East and South London region. To liaise and support our approved care providers in their responsibility to deliver quality care and support to our Tenants on behalf of Zetetick Housing. All duties should be carried out in a way that reflects Zetetick's **BEDROCK values** – Belonging, Equality, Dignity, Respect, Opportunity, Care and Knowledge.

Key Responsibilities

1. To support all operational activities that fulfils the Charities stated objectives.
2. To actively communicate and liaise with all service organisations in the provision of supported accommodation for our Tenants.
3. To deliver and monitor Intensive Housing Management (IHM) activities, ensuring that enhanced housing-related services, such as property upkeep, tenant engagement, safeguarding and housing-related support, are clearly documented and delivered in line with funding requirements, tenancy agreements and internal procedures.
4. To assist in preparing and/or coordinating the preparation of leased properties in accordance with quality assurance standards.
5. To ensure that properties are prepared for new occupants, liaising with property supervisor to obtain the required starter packs / furnishings.
6. To ensure that new tenants are signed up promptly ensuring that all relevant documentation is obtained from appointees, advocates, parents, Social Workers or Care providers and forwarded on as necessary in a timely manner.



7. To operate in line with the Charities policies and/or any prevailing agreements with commissioning authorities and other stakeholders.
8. To ensure all properties meet minimum H&S standards as determined by policy and/or any prevailing agreements with commissioning authorities, taking action for any breaches, as appropriate.
9. Where applicable, to assist in ensuring that properties that are subject to the House in Multiple Occupancy (HMO) licensing standards meet these standards and that an HMO licence is granted.
10. To complete and monitor Fire Risk Assessments, ensuring that they are carried out annually and ensuring that Care Providers carry out relevant checks to ensure the safety of our tenants
11. In conjunction with other Zetetick officers to carry out the inspection all properties within the region at least quarterly, devising action plans for defects and monitoring that all defects are rectified.
12. To assist in the preparation of properties for returning to landlords, developers, etc.
13. To work with colleagues across the business to identify and implement positive ways for tenant participation and engagement within the Charity's work.

General Responsibilities

1. To portray and promote a positive image of our services and of the Tenants that we support.
2. To assist in developing operational systems that enhances the outcomes of services to our Tenants.
3. In conjunction with the maintenance team provide a responsive service ensuring repair requests by phone email or in person are processed promptly keeping all parties informed and updated.
4. To input and update data on our housing management systems, maintaining accurate records relating to tenants, property information, contacts, suppliers, superior landlords, utilities and Zetetick provided fixtures and fittings and repairs.
5. To undertake any reasonable task as designated by your line manager, that your skills and experience would indicate competency to complete such tasks.



6. To carry out all responsibilities in a way that champions Zetetick's BEDROCK values and contributes positively to the culture and mission of the organisation.

Personal Development

1. To be committed to active participation in supervision and annual appraisals.
2. To proactively approach personal objectives to ensure both personal and organisational growth.
3. To help identify and participate in appropriate training and personal development that meets both personal and organisational objectives.
4. To keep abreast of new developments within the Housing, Benefits and LD sectors and proactively share information and learning with others.

Statutory and Corporate Compliance

1. To meet all legal statutory obligations that pertains to the role and as an employee in both respect to yourself and others.
2. To comply with all company policy and procedures.

Values and Ethos

All team members are expected to work in accordance with Zetetick's BEDROCK values:

- Belonging – creating inclusive communities where everyone feels safe, accepted and valued
- Equality – actively promoting inclusion and challenging discrimination
- Dignity – treating tenants and colleagues with care and compassion
- Respect – valuing diverse experiences and listening to others
- Opportunity – creating space for people to grow and thrive
- Care – offering empathetic, person-centred housing support
- Knowledge – continually learning, improving and sharing best practice

These values underpin our relationships, decision-making, and service delivery.

Person Specification

Housing Officer	Essential	Desirable
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Skills & Experience	✓	
Understanding of General Benefits Systems	✓	
Understanding of Housing Benefits System		✓
Experience of Learning Disability environment/needs	✓	
Working with and within a Local Authority framework		✓
Facilities Management experience		✓
Accounting/Financial/Budgeting experience		✓
Setting-up new services/systems		✓
Negotiation skills	✓	
Customer interface experience		
Qualifications & Knowledge		
5 x GCSE's or equivalent	✓	
A-Levels/Graduate/Degree		✓
Management qualification – CIMS/DMS/MBA or equivalent		✓
Full UK Driving Licence	✓	
Good knowledge of I.T. operating systems	✓	
General		
Car owner and willing to travel	✓	
Proactive	✓	
Demonstrable 'Hands-on' attitude	✓	
High level of personal grooming/presentation	✓	
Articulate	✓	