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# JOB DESCRIPTION

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| **Role:** | Neighbourhood Housing Officer/Neighbourhood Housing Officer Trainee |
| **Hours:** | 35 Hours per week – Full Time |
| **Contract Type:** | Permanent |
| **Salary:** | Ranging from £17,290 to £27,000 depending on experience.  Starting salary £17,290 for a trainee with no employment experience.  Starting salary up to £23,000 for a trainee with employment experience but not housing related.  Starting salary up to £27,000 for an experienced and qualified applicant.  Once successfully completed Level 3 in Housing Practice with Chartered Institute of Housing if taken on in either of the trainee positions salary will increase to £27,000. |
| **Location:** | Chapel House, 30 Chapel Street, Newport, Isle of Wight, PO30 1PZ |
| **Reports To:** | Senior Housing Officer Neighbourhoods & Communities |

**WHAT’S IT LIKE BEING PART OF THE VECTIS HOUSING TEAM?**

Vectis Housing is a great place to work, where a sense of caring for each other prevails. We want you to be proud to work for us and to feel excited to be part of an organisation that is making a positive difference to people’s lives and the area where they live.

We are a small, independently run housing association operating exclusively on the Isle of Wight. We currently own and manage over 400 general needs dwellings and look to deliver the highest quality services within our size and financial capacity.

# Our Mission

“Deliver excellent homes, develop local neighbourhoods and support strong communities across the Isle of Wight"

# Our Values

* We are the Isle of Wight’s housing association
* We aim to provide and maintain excellent homes that local households can afford
* We look to support financial and social independence amongst our current and future tenants
* We are community-based
* We are good partners to work with
* We are strongly committed to support equality, diversity and inclusion and this underpins everything we do and they way we do it.

**Role Purpose as a Housing Officer Trainee**

* To support the Neighbourhood & Communities Housing team in providing a comprehensive and proactive housing management service to all tenants.
* To support the work of the Community Housing Officer, Neighbourhood Housing Officer, Senior Housing Officer Neighbourhoods & Communities and Head of Neighbourhoods & Communities.
* To support the Community Housing Officer to deliver a programme of community investment and resident involvement activities to all tenants.

**Role Purpose as a Housing Officer once completed Level 3 in Housing Practice.**

* To work within the Neighbourhood & Communities Housing team to provide a comprehensive and proactive housing management service to all tenants.
* To work with the Community Housing Officer to deliver a programme of community investment and resident involvement activities to all tenants.
* To work as part of the Neighbourhood & Communities Housing team.

**MAIN DUTIES as Housing Officer Trainee**

# Improve the tenant’s quality of life by:

Supporting the Neighbourhoods & Communities Housing Team to deliver a front-line service to Vectis tenants and the wider community. Your role and engagement is designed to have a positive impact on their life.

Reporting to the Senior Neighbourhoods & Communities Officer, the following list is typical of the level of duties which the post-holder is expected to help the team with while training but once training is completed will become responsible for all duties for a patch that will be allocated to them. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

* Supporting and assisting the team with the delivery of a comprehensive, customer focussed housing service.
* Helping the team in dealing with the full range of housing management issues providing advice and assistance, primarily in the office and over the phone.
* Supporting the team to provide a front of house and community-based approach to interviewing and supporting tenants in dealing with their enquiries. This may involve completing and processing forms and surveys.
* Supporting the team to deliver a comprehensive housing options, lettings, and allocations service.
* Supporting the team to minimise rent loss, manage arrears and maximise income.
* Supporting the team with neighbourhood management including promoting a positive presence throughout the estate, ensuring that the tenancy agreement is adhered to and that standards are being maintained.
* Demonstrate a passion for strong tenant focus by supporting and coordinating community development and tenant engagement activities.
* Supporting the monitoring and evaluation of Vectis projects.
* Supporting the team in using social media to support and promote the work of Vectis as well as contributing to Vectis website updates.
* Assisting the team in activities and events, for community investment and resident involvement, including special community projects and events.
* Helping the team to maintain and update records and systems relating to the work of the Neighbourhoods & Communities Team.
* Helping the team to collate and analyse information relating to the work of the Neighbourhoods & Communities Team.
* Following up issues at the request of the Head of Neighbourhoods and Communities.
* Shadow the team and support them by making appointments for home visits.
* Supporting the team in dealing with correspondence relating to the work of the Neighbourhoods and Communities Team.
* Carrying out tasks of a general administrative nature.

# Support your colleagues by:

* Ensuring that Vectis aims, objectives, policies and procedures are implemented.
* Ensuring effective performance in the delivery of agreed targets and service standards.
* Ensuring that effective notes, records and house files are maintained for all individual tenants and service delivery outcomes are captured.
* Sharing ideas and solutions.

# Cultural Behaviours

* Take responsibility and be accountable for your actions and behaviour.
* Contribute and deliver on the Vectis Housing Business Plan.
* Keep the business safe by reporting risks where you identify them and by complying with company policies and procedures.
* Achieve individual performance targets and contribute to the team performance targets.
* Think creatively and innovatively.
* Put people at the heart of everything we do and value the contribution they can make
* Be energised and energise others in pursuit of Vectis goals
* Work in an ethical way that demonstrates your personal values
* Work as part of a team to ensure the effective provision of all services within Vectis.

# Vectis Responsibilities

You will act as an ambassador for Vectis Housing:

* To represent Vectis at internal and external meetings and community groups as required.
* To positively promote and publicise Vectis.

You must at all times comply with Vectis Equality, Diversity & Inclusion policy and procedures and adopt the Vectis culture.

You must at all times comply with the Health and Safety Policy and procedures and must draw to your manager’s attention any unsafe working practice/conditions.

The post holder will comply with Data Protection and must draw to their manager’s attention any security breaches.

Carry out any other duties that may be required commensurate with the general level of responsibility for the post.

**Trainee Milestones**

0-3 months: Shadowing & Assisting the Neighbourhood & Communities Team

3-6 months: Shadowing & Assisting the Neighbourhood & Communities Team

Probation passed

6-9 months: CIH Level 3 in Housing Practice started

Training on Allocation – shortlisting processes.

Training on Sign Ups – digital & person sign ups.

Training on Start Ups adding new tenant onto Omni.

9-12 months: Training on Tenancy Reviews – including Tenancy Health Checks & Tenant Profiling

Training on Rent Income Management –

* Weekly arrears monitoring,
* Chasing payments for failed DDs,
* Monthly monitoring of bad debts,
* Following rent arrears procedure,
* Taking rent payments over the phone
* Supporting with the Rent increases

12-15 months: Training on Exchanges & internal Transfers – completing exchange & transfers paperwork.

Training on Anti-Social Behaviour (ASB) –

* + - * Anti-social behaviour contract
      * Good neighbourhood agreement
      * Injunctions
      * Reviewing CCTV footage
      * Supporting & encouraging tenants to complete witness log sheets.

15-18 months: CIH Level 3 in Housing Practice completed

Once fully trained the Trainee position will become a Neighbourhood Housing Officer position, being fully responsible for a patch of 220 properties. There will be salary increments over the period of training, reaching £27,000 once fully trained.

# PERSON SPECIFICATION

This Person Specification lists the essential qualities, skills and experience you need to have in order to successfully carry out the job. **Please try and illustrate in your Personal Statement on your Application Form how you meet the following requirements**. You will also be asked about your skills, experience etc. at an interview.

E = Essential criteria D = Desirable criteria

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|  | **Essential Criteria** | **Desirable Criteria** |
| **Education:**   * GCSEs Maths Grades 9 to 5 (A\* to C) or equivalent * GCSEs English Grades 9 to 5 (A\* to C) or equivalent * 3 A-Levels Grades A to C or equivalent * CIH Level 3 in Housing Practice | E  E  E | D |
| **Experience:**   * Experience of working in an office environment * Experience of rent accounting * Experience of tenancy management * Experience of dealing with customers | E | D  D  D |
| **Job related knowledge, aptitude and skills:**   * Attention to detail, accurate and numerate * A great organiser * Excellent communication skills * Good skills in Word, Outlook and Excel, * A great relationship builder * Ability to work alone under pressure and meet deadlines * Ability to work positively with a range of people * Customer service focus * Ability to drive, with a full driving license and access to a vehicle | E  E  E  E  E  E    E  E  E | D |
| **Personal Qualities:**   * A great team player and relationship builder * Warm, compassionate and approachable, with a sense of humour * A positive approach to work and life, willing to take responsibility for own actions * Open and honest, with a strong sense of integrity * Hardworking, flexible and willing with ‘can do’ attitude * Wanting to make a difference every day * Committed to equality and diversity * Ability to use own initiative and judgement * A creative and problem-solving approach to work | E    E    E  E  E  E  E  E  E |  |

# FURTHER INFORMATION

All completed applications must be sent to enquiries@vectishousing.co.uk by Friday 25th March by noon along with an up-to-date CV.

For more information about this role please contact Jo Sandells, Senior Neighbourhood & Communities Officer, on (01983) 529956.