

## Role Profile

<b>Role Title:</b>	Accommodation Officer
<b>Department:</b>	Independent Living
<b>Role Purpose:</b>	<p>To support the delivery of customer focused tenancy sustainment and independent living assistance.</p> <p>This role predominantly concentrates on maintaining our properties to ensure they are attractive to new customers and places where our existing customers can transition to independent accommodation.</p>
<b>Reporting to:</b>	Senior Housing Officer
<b>Responsible for:</b>	N/A
<b>Checks:</b>	Enhanced DBS and Social Media Check
<b>Role Level:</b>	Frontline Worker

<b>Key Role Responsibilities</b>	<ul style="list-style-type: none"> <li>• To manage a caseload as part of the delivery of intensive housing management provision assisting customers to sustain their tenancy and gain independent living skills to move into their independent accommodation.</li> <li>• To deliver excellent housing management services that reduce the risk of tenancy failure through appropriate and proportionate interventions.</li> <li>• Conduct all related Housing Management tasks including assessments, sign -up's, attending allocations panel, managing ASB.</li> <li>• To ensure that customers receive a co-ordinated, timely and comprehensive service; delivering an excellent customer experience and high levels of satisfaction with the service.</li> <li>• To ensure you safeguard staff, customers, witnesses and contractors reducing the risk of harm through effective case management methods.</li> <li>• Work with external contractors to ensure we provide high quality housing services that comply with legislation.</li> <li>• Make appropriate referrals to statutory agencies and other organisations; brokering support where needs are identified and challenging agencies to deliver successful outcomes.</li> <li>• To instigate tenancy enforcement and court action where it is reasonable and proportionate to do so.</li> </ul>
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	<ul style="list-style-type: none"> <li>• To work collaboratively and proactively with other Housing Services Manager and other departments to reduce the risk of damage caused to Midland Heart's assets by customer neglect, accident or malicious act.</li> <li>• To undertake allocated housing management and administrative tasks and record work accurately to support the functions of the team.</li> <li>• Actively promote and maintain stakeholder relationships to deliver maximum occupancy levels.</li> <li>• To use IT systems to keep accurate and timely records of all actions taken and to produce reports as requested.</li> <li>• To assist the team to achieve its service targets and objectives and contribute to service development and continuous improvement in customer outcomes.</li> <li>• To be responsible for reporting safeguarding issues/ concerns.</li> <li>• To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midlands Heart health and safety policy commensurate with this position.</li> </ul>
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<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Ability to demonstrate suitable work experience necessary for delivering the role.</li> <li>• Willingness to undertake on-going personal development.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Demonstrate experience of working in a customer service environment and have provided excellent customer service.</li> <li>• Knowledge of housing and other relevant legislation.</li> </ul>
<b>Role Specific Skills &amp; Behaviours</b>	<ul style="list-style-type: none"> <li>• Good communication and interpersonal skills.</li> <li>• To be computer literate and competent in using office information and communication systems.</li> <li>• Self-organisation skills, ability to prioritise tasks, work to deadlines, respond timely and act on own initiative.</li> <li>• Problem solving and decision-making skills.</li> <li>• Ability to work quickly and accurately and respond positively to periods of peak workloads.</li> <li>• Commitment to quality service and delivery of excellent customer services "right first time". Updated: 10 February 2023.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• A good team player but also capable of working on your own initiative as well as leading by example and supporting and coaching where necessary.</li><li>• Receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions.</li><li>• Flexible and prepared to change working patterns and/ or job location according to the needs of the service.</li></ul> |
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