

Role Profile

Job title: Community Housing Officer	Grade/Salary: £28,875
Date Prepared: March 2026	Area: Housing Management
Reporting to: Housing Services Manager	Full time / Part time: Full time - 35 hours per week, over 5 working days (Monday to Friday)

Job Purpose

Working both independently and as part of a team; to pro-actively provide a high-quality, generic (patch based) housing management service to residents, focussing on delivering excellent services, resident satisfaction, good practice, and value for money.

To effectively manage complex tenancy issues in areas such as income recovery, voids and allocations, property condition and anti-social behaviour (ASB). You will work independently in challenging situations and with changing priorities striving to add value to everything you do.

To effectively manage changes to tenancies such as assignments, successions and terminations.

To complete regular tenancy audits and be a constant, visible, presence on estates. Help to build community cohesion and a strong (family feel) relationship with residents.

To promote the empowerment of residents so that they can play an active role in shaping standards and services.

Key Accountabilities

General

- Ensure advice and support is provided to enable tenants to sustain their tenancy.
- Provide additional support to the most vulnerable residents.
- Develop and maintain a good working knowledge of housing services and procedures and ensure procedures are followed when dealing with resident enquiries and requests.
- Provide a strong resident focused service and deliver housing services to a diverse community in a professional and courteous manner.
- Deal with difficult situations in a way that tries to resolve issues for the resident, seeking assistance from the Housing Services Manager when necessary.
- Work closely with the Repairs and Maintenance Officer when trying to resolve repair issues. This will include undertaking joint visits where appropriate.
- Ensure ICT skills are up to date and meet developing needs, using microsoft packages for producing written information and analysing data.

Income Recovery

- Monitor rent accounts, contact residents via telephone, visits or by writing letters. Make agreements to pay / updating records.
- Provide residents, who have accrued rent arrears, with help and support to resolve issues of non-payment of rent. If unable to help directly ensure they are signposted to an appropriate support agency.
- Follow the rent arrears policy and process. Take legal action, representing WHA in court, when necessary.
- Utilise IT system that prioritises cases to ensure an efficient and effective use of time.

Allocations / Lettings

- Ensure vacant properties are advertised / registered on Homeseeker Plus and Home Point Herefordshire. Work closely and in partnership with employees at Homeseeker Plus, Home Point Herefordshire and other relevant local authorities.
- Attend void meetings and co-ordinate with the Repairs and Maintenance Officer in relation to letting properties as quickly as possible.
- Attend pre-termination visits if required, liaising with the Repairs and Maintenance Officer.
- Adhere to the lettings policy when allocating properties.
- Shortlist applicants, arrange viewings and sign-ups promptly without delay.
- Update the housing management system.
- Undertake settling in visits, post tenancy sign up.
- Process mutual exchange applications, ensuring a decision is reached within the legal timeframe.
- Provide performance data
- Assist with review of pre-tenancy and sign-up process to ensure quality of service and efficiency.

Anti-Social Behaviour (ASB)

- Take details of ASB complaints and add to the recording system.
- Follow the ASB policy and process to ensure cases are logged, investigated, resolved and that the victim is kept updated throughout.
- Work closely with other agencies to ensure a joint/multi agency approach to tackling ASB.
- Promote early intervention techniques/tools such as restorative justice/mediation.
- Support the Housing Services Manager on cases that require a legal intervention.
- Conduct regular estate walkabouts and provide reassurance where wider issues occur.
- Work closely with the Repairs and Maintenance Officer in relation to ASB prevention. This could include improving lighting or installing CCTV.

Estate and Tenancy Management

- Respond to requests for changes to tenancy as per policy and procedure.
- Process succession requests in line with policy and procedure.
- Undertake regular tenancy audits and estate inspections. Ensure follow up work is completed.
- Work with residents to identify and implement estate improvements.
- Process mutual exchange applications, ensuring a decision is reached within the legal timeframe.

Supplementary Accountabilities

- To make regular site visits throughout the stock area of WHA.
- Occasionally attend events outside of normal office hours.
- Provide cover for other roles within WHA in line with skill set, experience, and knowledge.
- To carry out any other requirements that is reasonably deemed relevant to the role.
- Adhere to WHA code of conduct.

Disclosure & Barring Service (DBS)

- Standard check required. Safeguarding children and adults is of utmost importance at WHA. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

Health and Safety

- To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

- WHA has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees

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Person Specification

Criteria	Essential	Desirable
Skills & Abilities		
• Ability to effectively manage a considerable workload and to work to deadlines	√	
• Committed to pursuing excellence in line with the Associations values	√	
• Computer literate in various software packages such as Microsoft Office	√	
• Effective team player who can cope with changing circumstances and demands	√	
• Excellent interpersonal and communication skills (written and verbal).	√	
• Flexible, adaptable and able to work under pressure	√	
• Good problem-solving skills and a desire to resolve issues	√	
• Positive approach and commitment to continuous improvement	√	
• Strong organisational and time management skills with the ability to manage day-to-day workload under minimal supervision	√	
• Knowledge of using HomeMaster housing management system		√
• Understanding of Welfare Reform and its impact on residents and housing providers		√
Experience		
• Experience of working in a tenancy management role within a housing association, other housing provider or similar field	√	
• Minimum of three years' experience of delivering an excellent service in a housing related role		√

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• Successful delivery of a variable workload in a resident focused environment	√	
• Working in a challenging, pressurised environment	√	
Knowledge		
• An understanding of social housing and the context within which it works	√	
• Knowledge and track record in the delivery of a housing or other customer focused service in a result orientated environment	√	
• Sound knowledge of legislative, regulatory and best practice performance standards in Housing		√
• Qualification in housing or a related discipline or working towards such a qualification		√
Personal Qualities		
• Committed to own personal development and the development of others	√	
• Proactive and hard working	√	
• Strong resident focus and commitment to excellent service and delivering value for money	√	
• Well organised and methodical	√	
Other Requirements		
• Access to own vehicle to carry out visits in a geographical patch	√	
• Driving licence	√	

Other key features of the role

Occasionally may be required to work outside normal working hours. At times may have to deal with residents who are aggressive or verbally abusive

Employee Signature:	Print Name:
Date:	
Managers Signature:	Print Name:
Date:	