

**Manchester City Council
Role Profile**

**Housing Officer, Grade 6
Housing Services, Neighbourhoods Directorate
Reports to: Housing Team Manager
Job Family: Front Line Delivery**

Key Role Descriptors:

The role holder will act as a member of a team and contribute to the delivery of neighbourhoods of choice through the provision of a comprehensive range of flexible, responsive and planned and statutory front line services for residents, businesses and visitors to the City of Manchester.

The role holder will provide high quality, customer focused, flexible and timely operational support to improve the quality of the local environment, generating awareness of local services, engaging and empowering community members to access services and encouraging involvement in activities that promote positive action.

The role holder will work collaboratively with other neighbourhood focused services to ensure that Council services and partner agencies are working to the highest standards to provide a quality environment for all Manchester residents.

Key Role Accountabilities:

Provide a wide range of exemplary resident focused services to ensure residents can maintain their tenancy and live in a safe, clean environment.

Be the main contact for a “geographical patch” of housing stock and deal with all tenancy and estate management matters as well as liaising effectively with internal and external colleagues to deliver excellent services for residents.

Apply a range of knowledge, technical expertise and skills, to support & safeguard residents and achieve neighbourhoods of choice.

Work closely with key stakeholders to develop effective partnerships and greater coordinated working with other agencies ensuring effective resident outcomes.

Officers will undertake their role with an understanding and appreciation of how they and the work they do impacts upon the city council's corporate aims, objectives and desire to improve Manchester as a City.

Be proactive in identifying and supporting the implementation of change, modernisation and improvements in support of organisational and Housing Services strategies.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

The frontline Housing team plays an integral role in delivering a wide range of housing management services across the Council's housing stock. This team is responsible for the management and development of the Council's housing stock and responding to the needs of residents across a wide geographical area.

The role is crucial in facilitating effective and productive relationships with a wide range of external and internal partners and stakeholders, which lead to meaningful action being taken to improve the lives of residents within your "geographic patch".

You will ensure that you work closely with residents on any housing related queries they may have across a wide range of service areas as well as support residents to live well and thrive within their homes and ensure that any asb or safeguarding issues are referred to the relevant department in a timely manner.

Playing a leading role in improving the environment and ensuring that the area is a safe and welcoming place to live, you will be the key contact for local residents and an integral and visible presence across the estates which you are responsible for including reporting any issues with unkempt areas; any flytipping across estates and ensure that regular estate walkabouts are completed with residents & relevant stakeholders.

The role holder will work with colleagues across departments to ensure that any "no access" issues are dealt with effectively such as gas servicing matters and wider home improvement issues where a resident has refused or not allowed access.

Processing requests such as exchange applications and tenancy succession requests in a timely manner which meets statutory deadlines is crucial whilst also ensuring that all contacts with residents are input correctly onto the housing management system, QL.

The role holder will also carry out regular tenancy visits with residents such as New Tenancy Visits after a resident has moved into the property and biennial tenancy visits in order to make sure that residents are safe & well within their homes and any support issues or needs are identified and acted on accordingly.

You will also work closely with a variety of staff and teams across Neighbourhoods and wider Housing Services, including within Housing Support, Waste & Recycling and Caretaking colleagues, Community Safety, Rents & Money Advice as well Repairs & Maintenance to ensure that all residents needs are met.

Additionally, you will work closely with key external partners to ensure that estates are well managed and residents get all relevant support.

Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

General Skills

Communication skills

- Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

Analytical Skills

- Able and confident to resolve moderately complicated queries in their area of knowledge using logical thinking to explain reasoning behind decisions or actions taken.

Planning and Organising

- Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority

Problem Solving and Decision Making

- Is able to make effective decisions on a day-to-day basis, taking ownership of decisions, demonstrating sound judgement in escalating issues where necessary. Be logical in thinking and explain reasoning behind decisions or actions taken

Creative Skills

- Ability to think creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

Administrative Skills

- Ability to develop and maintain effective systems in a rapidly changing environment.

Technical Requirements (Role Specific)

- A full driving licence and access to a car on a daily basis.
- An Enhanced DBS (Disclosure and Barring Service) Certificate (DBS check will be undertaken by the authority on your behalf)