

## Bernicia Group Role Profile

**Title:** Housing Officer

**Reporting to:** Team Leader Neighbourhoods

**Date:** February 2025

## Purpose

Deliver an outstanding housing management service to Bernicia's customers. Engaging with customers to ensure our services meet their expectations and priorities and at all times striving to continually improve services and exceed performance targets.

## Accountabilities

### Operational

- Deliver excellent, consistent and responsive housing management services, which include:
  - **Neighbourhood and tenancy management**
  - Anti-social behaviour
  - Allocations and lettings
  - Empty property management, customer viewings and welcome visits
  - Income management
  - Customer involvement, empowerment and inclusion
  - Tenant liaison and support
- Deliver housing management and environmental services to residents that are of an excellent standard and accessible to all customers and provide excellent customer service at all times.
- Identify opportunities for service improvements, make recommendation and deliver changes effectively and efficiently.
- Participate in new initiatives that will lead to improvement in performance and service delivery.
- Support a variety of inclusive and effective customer involvement opportunities.
- Provide customers with the opportunity to influence and shape policies, service delivery, standards and scrutinise performance.
- Assist with the management of budgets and contribute to annual budget and priority setting.

## Corporate

- Implement health and safety policies and procedures; carrying out suitable and sufficient risk assessments according to risk assessment procedures.
- Comply with all relevant legislation, policy and procedure.

The above list is not exhaustive and your role will certainly change over time reflecting the changing needs and activities of the organisation and our commitment to making best use of new technology and continuously improving the way we do things. You must therefore be committed to personal development and to becoming multi-skilled in order that you can adapt to and welcome constant change in the effort to achieve the stated aim of “making continuous improvements in the efficiency and effectiveness of our use of resources”.

All staff are encouraged not to ignore work at the boundaries of their specific role, but to take “ownership” of any issue with which they become involved, ensuring that all matters are brought to a satisfactory conclusion. This includes identifying any risks involved in the day to day responsibilities of the role and taking action to mitigate those risks.

You must carry out his or her duties with full regard to the Bernicia Way and must draw to their manager’s attention any unsafe working practice/conditions.

## Desirable Skills & Experience

- Good Standard of General Education, preferably with relevant professional qualification
- At least 1 years experience in a Housing Management environment with a comprehensive knowledge and understanding of Housing legislation
- Excellent interpersonal and communication skills, both written and verbal
- Advanced IT skills, particularly with Microsoft packages

Signed by Post holder..... Date .....

Signed by Manager ..... Date .....

Values	
Value	Expectation
Customer Focussed	Because we care about our customers, how we do things is as important to us as what we do. We understand our customers and deliver great customer service.
Teamwork	We work together, across boundaries, to meet the needs of our customers and help the organisation to be successful.
Integrity	We uphold the highest standards of integrity in all of our actions.
Respect for People	We value our people, encourage their development and reward their performance.
Leadership	We provide strong corporate governance and leadership which is out-come focussed.
Accountability	We are personally accountable for delivering on our commitments.
Behaviours (to be included when we have framework)	
Behaviour	Expectation

