

## Bernicia Group Role Profile

**Title:** Housing Officer, Extra Care, Care and Support

**Reporting to:** Operations Team Leader, Care and Support

**Date:** April 2026

## Purpose

Deliver an excellent, coordinated front line service to our Extra Care residents, consistent with policies, procedures and good practice.

## 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.

Oversee and coordinate the work of service providers on a day to day basis as required.

Deliver housing management and environmental services to residents that are of an excellent standard and accessible to all customers and provide an excellent customer service at all times.

Lead, motivate and support staff within your team ensuring the provision of high quality services, delivered in a compassionate manner, instilling the aim to work together as a team to provide innovative, caring and effective services.

Identify opportunities for service improvements, make recommendations and deliver changes effectively and efficiently and develop and deliver campaigns to promote the scheme.

Provide customers with the opportunity to influence and shape policies, service delivery, standards and scrutinise performance.

Develop and engender a culture of non institutional care which fosters independence, choice and control for tenants.

Deliver the role of Responsible person within the Group's safeguarding processes.

Develop and maintain good working relationships with Local Authorities, Adult services and other relevant voluntary and statutory agencies (Strategic).

## Corporate

- Comply with all relevant legislation and work within our policies and procedures.
- As appropriate to the role, take ownership of the data in your area and support the achievement of high quality data and data management across Bernicia, by ensuring any data recorded is accurate, reliable and trustworthy.
- Perform your role in accordance with the Bernicia Way and draw to your manager's attention any unsafe working practice/conditions.
- Maintain a safe and healthy working environment, by ensuring all health and safety policies and procedures are fully implemented and consistently applied and carrying out suitable and sufficient risk assessments.

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 technology and improving the way we do things. You must therefore be committed to personal development, adapting to and welcoming change and making continuous improvements in the efficiency and effectiveness of our use of resources.

All colleagues are encouraged to not ignore work at the boundaries of their specific role, by taking "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.

## Desirable Skills & Experience

Good Standard of General Education, preferably with a relevant professional qualification.

Front line Housing Management experience, preferably in an Extra Care setting.

Experience of partnership working, preferably in a multi service setting.

Working knowledge of local authority commissioning and monitoring regimes.

Excellent interpersonal and communication skills, both written and verbal.

Advanced IT skills, particularly with Microsoft packages.

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.

\*Values may be subject to change 2026.

