JOB DESCRIPTION

Derventio
People Really Do Matter

JOB TITLE:	Housing Standards Officer
LOCATION:	Across Derventio Housing Trust's offices and project locations
ACCOUNTABLE TO:	Director Operations (Midlands)

All contracts are based on a 40 hour week (pro rata + or -)

This role will require you to undertake an enhanced Disclosure and Barring Service (DBS) check and disclose information which would otherwise be considered "spent" under the provision of the Rehabilitations of Offenders Act 1974.

You must be prepared to wear an ID Badge and Security Tag.

JOB PURPOSE

You will play a key role in the support and resettlement of clients/residents, covering a wide variety of tasks that contribute to fixing broken lives.

You will come into contact with people facing multiple and complex barriers including homelessness, mental health, substance misuse, offending behaviour and unemployment. You will collate appropriate monitoring data to measure and report on the success of the service.

Essential:

- Work as part of the Housing Standards team to ensure appropriate outputs.
- Act in line with agreed procedures and processes.
- Motivated to achieve performance targets.
- High standard of confidentiality and professionalism.
- Discretion, trustworthiness, tact and diplomacy to deal with highly sensitive matters.
- Experience with Microsoft Office and able to learn case management software.
- Good oral and written communication skills.
- Efficient, accurate and good attention to detail.

DUTIES AND RESPONSIBILITIES OF THE POST

The principal duties and responsibilities of this role will include, but are not limited to, the following:

1. Conduct weekly and monthly health and safety checks in properties as directed and report all defects/repair issues promptly according to company policy.
2. Assist with void rooms to ensure properties are turned around and ready to let in a minimum amount of time.
3. Complete void checklists and job sheets when required, ensuring they are completed accurately and in a timely manner, minimising lost void days.
4. Report to the Senior Housing Standards Officer any unauthorised items found in the property whilst completing property inspections or room voids.
5. Develop and maintain effective working relationships with our Maintenance Contractor and all departments within the Company.
6. Efficiently manage your workload to ensure effective use of time and resources.
7. Ensure relevant databases are updated appropriately, required records are completed promptly and accurately, and all relevant paperwork is completed.
8. Work independently and as part of a team as necessary to perform the role properly and provide a quality service.
9. Ensure compliance with housing standards and health and safety regulations within and around the property

10. Where requested, provide cover for absences to the wider team.
11. Review CCTV footage at various properties as directed.
12. Attend meetings and carry out duties outside of usual office hours (e.g., evenings and weekends) when necessary to deliver the service.
13. Complete meter readings and meet contractors as required.
14. Contribute towards accurate and timely reports, statistical data and case studies as required.
15. Support property improvement initiatives to ensure compliance with safety standards.
16. Deliver safety briefings or training to residents as and when required.
17. Report any complaints in the appropriate way, following company procedures.
18. Attend training and development as identified and be knowledgeable about housing matters and best practices.
19. Attend and contribute to regular team meetings and other meetings as directed.
20. Follow all policies and procedures to ensure effective service delivery, pay attention in particular to: Health & Safety, Confidentiality, Data Protection, Professional Boundaries and Customer Care.

Carry out any other reasonable duties within the overall function, commensurate with the level of responsibility of the post. For operational reasons, we also reserve the right to transfer you to alternative duties. For this reason, it is a condition of employment that you are willing to do so, if requested.

DEVELOPMENT AND TRAINING

To respond positively to new and alternative systems, and undertake training and development activities as identified.

HEALTH & SAFETY

To comply with relevant health and safety legislation, policies and procedures in the performance of the duties and responsibilities of the post.

EQUALITY & DIVERSITY

To support, promote & comply with the Company's Equality & Diversity policies in the performance of the duties and responsibilities of the post.

CONFIDENTIALITY, DATA PROTECTION & GDPR

The Company requires all employees to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence. All employees are subject to the Data Protection Act 2018/UK GDPR and subsequent updates.

PROFESSIONAL BOUNDARIES

To comply with the Company's Professional Boundaries policy and maintain professional boundaries at all times in relation to clients/residents, employees, other organisations and people that we work with, in the performance of the duties and responsibilities of the post.

SAFEGUARDING

As part of your wider duties and responsibilities you are required to promote and actively support the Company's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. It isn't just about the very old and the very young, it is about everyone, and anyone who may be vulnerable.

AGREEMENT OF JOB DESCRIPTION

I understand and accept the job duties and responsibilities as contained in the Job Description.

Sign: _____ Date: _____