**Job Description**

|  |  |
| --- | --- |
| **Title:** | Housing Choice Officer |
| **Directorate:** | Operations |
| **Grade / Salary Band:** |  |
| **Car user status** | Essential |
| **Role Reports to:** | Head of Housing & Housing Choice Team Leader |
| **Direct Reports:** | Housing Choice Team Leader |
| **JD prepared by and date:** | Head of Housing Services, April 2023 |

|  |
| --- |
| **Role Purpose:**  |
| The Housing Choice Officer plays a vital role in giving customers the best start we can to their Raven journey. The role ensures we meet our obligations to house people appropriately and fairly. The role is there to deliver our customer experience vision from the first point of nomination, through to letting someone their home. As the first point of contact with Raven, the Housing Choice team sets the culture, tone and theme for our new customers, ensuring customers feel valued, listened to and their needs understood. |

|  |
| --- |
| **Key Accountabilities:**  |
| **Main responsibilities:*** Responsible for ensuring that empty Raven properties are allocated to new tenants, nominated by Local Authorities, or other sources, as quick as possible, to ensure maximum return from rental income and support our aim to work with local authorities to reduce homelessness.
* Arranges appointments & accompany nominees and applicants to viewings of empty properties.
* Ensures Raven holds accurate and detailed information about applicants to assess suitability of the potential new home, and provide appropriate support. For example, referring to a specialist team to assess affordability.
* Takes responsibility for developing excellent working relationships with key stakeholders; including, but not limited to, colleagues in other departments at Raven (such as Development, Tenancy Services, Moneywise and Income), nominating organisations and Local Authorities, support partners and advocates.
* Responsible for accurate, thorough, and clear preparation of new Tenancy Agreements for customers, considering different tenancy and tenure types, different rent calculations and specific criteria and conditions for individual homes and estates.
* Responsible for accurately creating new tenancies on Raven’s IT systems, understanding the risks and legal implications of errors, and proactively mitigating them.
* Responsible for delivering the tenancy termination processes accurately and swiftly when a resident advises that they are leaving a Raven property.
* Deal empathetically and thoughtfully with difficult situations for customers, tailoring support and services based on customer needs.

**Key Accountabilities:*** To deal with correspondence, telephone enquiries and personal callers as required.
* To assess nominations from local councils according to policy, and challenge councils on any information that is unclear or incomplete.
* To undertake viewings of empty properties with successful applicants.
* To terminate tenancies and complete the necessary administration.
* To create and record new tenancies/clients on the housing management system.
* To prepare reports, ensuring data is recorded accurately & timely.
* To undertake the maintenance of appropriate records to enable Raven to make timely returns to various agencies including “CORE”.
* To provide general advice to applicants seeking housing or re-housing, on Raven’s policies, methods of assessment of housing applications and on alternative agencies who may also be able to assist.
* To support the team with void management, seeking to achieve the fullest possible occupancy rates in Raven’s properties.
* To advise on the best use of our social housing stock in terms of current demand trends whilst demonstrating the highest standards of equity and fairness.
* To work collaboratively on Raven projects to attain strategic objectives.
 |

|  |
| --- |
| **Key Performance Indicators:**  |
| * The Housing Choice Team in conjunction with the Voids Team are responsible for the turnaround of empty properties as soon as possible, to maximise Ravens rental income & support our aims to house those in need.
* The target is to turn round the properties within agreed targets, from the day the previous tenant hands in the keys, to the start date of the new tenancy.
* There is an additional target to ensure that all new build properties are tenanted within agreed targets of keys being handed to Raven from a developer.
 |

|  |
| --- |
| **Key Relationships:**  |
| * Housing applicants and nominees who are potential new Raven customers
* Existing Raven customers
* Employees and Councillors from local authority partners
* All employees within Raven
* Employees from relevant statutory agencies
 |

|  |
| --- |
| **Knowledge:**  |
| Essential:* A basic understanding of the challenges faced by a social housing provider at this time.
* Excellent IT experience (incl. use of Microsoft packages, TEAMS, & other cloud based systems) including proficiency to quickly learn new specialist IT systems.
* Excellent verbal and written capabilities
 | Desirable:* An understanding of potential challenges to housing providers in the foreseeable future
* Experience of using IPC Housing Management System
 |

|  |
| --- |
| **Skills:** |
| Essential:* Good numerical & recording skills
* Experience and expertise in an administrative role
* Affective planning & organisational abilities
* Commitment to delivering excellent customer service standards
* Organised and able to multi-task
* Flexible and able to change priorities at short notice
* Able to take responsibility and make evidence-based decisions, where required
* Ability to set realistic expectations to others & demonstrate Ravens culture, values & standards when speaking with others.
* Must hold a full driving licence within 6 months of being in post.
 | Desirable:* Experience of working with vulnerable customers & being able to identify any potential safeguarding concerns
 |

|  |
| --- |
| **Experience:**  |
| Essential:* Of working in a high demanding administrative role
* Of working alone & in a team
* Of risk assessing every visit, assessing & considering each situation
* Of attention to detail
 | Desirable:* Experience of working in a Social Housing environment
* Experience of a similar role
 |

|  |
| --- |
| **Addendum / Additional Information**  |
| **Regulatory, Terms and Conditions, Company, Data Protection, Equality & Inclusion and Health & Safety Compliance**1. To be aware of and comply with Terms and Conditions of service, all Company Policies and Financial Regulations.
2. To ensure that the principle of confidentiality and the requirements of the Data Protection Act and GDPR are fully applied to all work of Raven.
3. To actively promote Health and Safety and Equality and Inclusion in all aspects of your duties relating to colleagues, customers, contractors/consultants and external agencies.
4. To be aware of the risks in the areas of the business for which the role holder is responsible. To report any significant changes to the level or likelihood of risk that are identified whilst performing your role, and report to the appropriate person so that necessary action can be taken, in accordance with the Risk Management Strategy.

**Additional Information**This is a description of the job as it is constituted at the date shown. It is the practice of Raven Housing Trust to periodically review job profiles to ensure they reflect the strategic aims of the organisation and the key deliverables of the team and individual job holder. This Organisation Design process will be conducted by the appropriate Line Manager in consultation with the post holder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible management reserves the right to make changes to this job profile.**Equality, Diversity & Inclusion**Raven are committed to supporting & promoting all aspects of ED&I, challenging where we see unfairness and making sure we put steps in place to ensure fair & equitable access for all customers.**Values**All staff at Raven are expected to act in accordance with our values at all times:**Trust –** We earn trust by being open and accountable**Understand –** We seek to truly understand others’ needs before we act**Collaborate to Innovate -** We collaborate with colleagues, customers and partners to develop innovative services**Care -** We come to work because we care about providing good quality, affordable homes and services to those that need them. We believe we can make tomorrow better than today |

**DBS Clearance will be required for this role**