



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Housing Support Officer - Career Grade
Service	Housing Service
Team	Housing Management
Location	Shute End and remote working
Reports to	Housing Manager
Worker Style	Hybrid - Remote working with attendance at Council offices as and when required
Responsible for	none
Grade	Career Grade 5- 7
Contract Type	Permanent

Main Accountabilities (listed at Grade 5 see Appendix for Accountabilities and Person Specification at each grade)	
1.	Manage tenant data, ensuring all tenant databases are updated, secure, robust, and accurate recording with all documentation saved in the correct place.
2.	Support the team to / keep detailed and accurate records of all visits and calls including tenancy audits and any subsequent investigations using the appropriate housing management systems.
3.	Ensure that all mandatory training is completed. Willingness to undertake training and development appropriate to the requirements of the role.
4.	Identify vulnerable and at-risk customers and make the appropriate referrals to safeguarding teams or other relevant services / agencies.
5.	Manage the initial contact from tenants and residents, other services, and partner agencies into the Housing Management Team. Provide information and advice where appropriate to the role or pass the enquiry on to the relevant Officer or Manager where required.
6.	Take a lead on responding to enquiries in the relevant Housing inboxes.
7.	Take on other duties commensurate with this post as directed/delegated by the Housing Manager or Service Manager.





Person Specification			Essential	Desirable
(listed at Grade 5 see Appendix for Accountabilities and Person Specification at each grade)				
Education/ Qualifications	• Educated to A level standard or equivalent qualifications and experience. • Ability and willingness to undertake training and development appropriate to the requirements of the role.	• Previous background working within the housing sector.		
Experience	• Excellent interpersonal and communication skills • An empathetic approach and ability to set and work within boundaries.	• Experience in dealing with vulnerable customers and recognising when safeguarding and other protective measures are necessary. • Experience working with upset or distressed people. • Experience working for a provider of social housing		
Skills/Knowledge	• Able to work in line with clear policies and procedures. • Proficient in IT applications including Outlook, PowerPoint, Word, Excel and other basic IT products. • Ability to work within a team setting supporting others where needed. • Working to set targets and deadlines.	• Working experience of Safeguarding practices for both adults and children.		





Purpose Details	
Service Purpose	Delivery of a first-class customer orientated Housing Management Service to the Borough Council's tenants and residents, ensuring the stock is appropriately maintained, and that tenants are supported and managed appropriately through the landlord function of the tenancy agreement.
Role Purpose	To deliver a customer focussed service with a strong emphasis on supporting tenants to maintain their tenancies and ensure that where they live is maintained to a high standard whilst conforming to the relevant legal requirements. The role includes but not exclusive to, supporting the Housing Management Team with a range of tenancy and estate issues including low and medium level ASB, tenancy visits, tenancy renewals, start and end of tenancy visits, estate inspections and associated compliance checks, dealing with tenancy fraud, supporting good neighbour relations and low-level complaints, sign-posting customers to other services. Being an advocate of Social Housing and ensuring the right outcomes for both residents and the service, for best use of the limited housing stock available.
Corporate Parenting	You will champion the principles of corporate parenting by embedding its ethos in all aspects of service delivery, ensuring decisions and actions consistently reflect the responsibility to act as a corporate parent to children in care and care leavers, and actively contribute to shaping and implementing the wider corporate parenting strategy.
Professional Standards	Employees must comply with the Council's Housing Code of Conduct, the WBC Resident Charter and applicable regulatory standards, maintaining the professional conduct, competence, knowledge, skills and behaviours required for their role. Where professional registration, membership, qualifications or licences are required, these must be maintained throughout employment.

Supervision and Relationships	
Supervision Received	This Post will report to the Housing Manager and follow general supervision guidance.
Supervision Given	The post has no supervision responsibilities but would be expected to support wider case worker team in understanding and support when working with tenants and act as the council expert.
Contacts	The post holder will need to have the ability to work across many different areas of the council and contact into government teams and departments. They will be expected to work across other councils to ensure best practice and share learning.





Resources/Budget Management
Nil

Special Requirements
At Grade 6 and above - Ability to travel to a variety of locations in borough and have access to a vehicle and holder of a driving licence. Work may require some evening a weekend work such as attending evening meetings. A Basic DBS will be required to undertake this role at all levels.

Occupational Health Risk Assessment	Details
Skin/Respiratory Sensitisers	N
Working at Height	N
Exposure to Noise (>80-85dB)	N
Confined Spaces	N
Frequent Display Screen Equipment Use	Y
Driving for Work	G5 - N G6-7 Y
Hand Arm Vibration	N
Lone Working	G5 - N G6-7 Y
Healthcare/Social Contact with Patients	N
Blood Borne Viruses Exposure	N
Food Handling	N
Working with Animals	N
Specialised Medical Screening	N
Night Working	N
Safety Critical Work	N

Nature of the Role	Details
Healthcare or Hospital Work	N
Working with Children (under 18)	N





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Working with Elderly/Vulnerable Adults	N
Work Environment Details	Shute End and remote

Role Involvement	Details
Working with Children	N
Working with Vulnerable Adults	G5 - N G6-7 Y
Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)	Details
DBS Requirement	Basic
Eligibility Tool	Completed

Re-checks
In line with regulations

Evaluation Declaration	
Date of Evaluation:	05/10/2024>
Evaluated by:	Catherine Turner





APPENDIX

Main Accountabilities

Grade 5	Grade 6	Grade 7
Manage tenant data, ensuring all tenant databases are updated, secure, robust, and accurate recording with all documentation saved in the correct place.	Support the delivery of an efficient and effective Housing Management Service, following documented processes and procedures, to ensure consistency of practice across the service.	Being a visible presence on our estates, getting to know our customers and building strong relationships across our resident base.
Support the team to / keep detailed and accurate records of all visits and calls including tenancy audits and any subsequent investigations using the appropriate housing management systems.	Assist and support other teams responsible for the delivery of services to our customers such as the Rents and ASB team, to ensure the completion of our obligations as a landlord and that service level agreements are being met.	Take a lead role and use own initiative in solving often complex or difficult housing problems and tenancy breaches, whilst engaging partner agencies where necessary.
Ensure that all mandatory training is completed. Particular focus around ensuring Domestic Abuse training is completed and awareness is kept up to date.	Support the Housing Management Team to ensure that all tenancy visits are completed in a timely manner by managing the tenancy review database and support where necessary with uploading documentation or sending out correspondence. Carry out audits to support the team where appropriate.	Carry out regular estate inspections on estates / blocks as appropriate. Reporting and raising responsive and planned repairs to homes, estates and surrounding areas as required, to mitigate potential health and safety risks to customers. Comply with statutory legislation and prevent complaints by working closely with colleagues in the Asset Team to ensure communal repairs and grounds maintenance services are maintained to an excellent standard
Identify vulnerable and at-risk customers and make the appropriate referrals to safeguarding teams or other relevant services / agencies.	Support the Housing Management Team with carrying out 4-month tenancy checks where appropriate to do so. Complete relevant paperwork and upload to the system.	Undertake a program of tenancy audits / wellbeing checks to ensure that best use is being made of Wokingham Borough Council homes, identifying tenancy breaches and the necessary actions that need to be taken in respect of potential tenancy fraud, abandonment etc, ensuring we engage and





Grade 5	Grade 6	Grade 7
		report wider issues such as repairs to the right team and service.
Take on other duties commensurate with this post as directed/delegated by the Housing Manager or Service Manager - Housing Management and Refugee Services	Support the Housing Management Team on visits where a second person is needed to manage some more complex situations.	Provide practical and creative support to residents in finding appropriate accommodation following tenancy audits e.g. under occupation, to ensure best use of homes for residents.
Manage the initial contact from tenants and residents, other services, and partner agencies into the Housing Management Team. Provide information and advice where appropriate to the role, or pass the enquiry on to the relevant Officer or Manager where required.	Work with the council's fraud team to assist in the resolution of possible tenancy fraud.	Support the specialist ASB Officer and DA specialist Officers and services in maintaining contact with victim / survivors of Domestic Abuse and/or high level Anti-Social Behaviour.
Take a lead on responding to enquiries in the Housing & MASH Housing inboxes.	Support the Housing Manager, Domestic Abuse & Housing Specialist & Housing Officers to accurately record and store information in relation to DA cases.	Responsible for liaising with residents, the Asset Team and any other services involved ensuring that the decant process is carried out in a professional and timely manner.
		Manage low and medium ASB cases, carrying out risk assessments and developing action plans to support resolution, using various tools available including signposting to appropriate services and ensuring residents are kept updated.
		To make appropriate referrals to other agencies, officers, or legal services where safeguarding, tenancy fraud, ASB, Hoarding and other issues arise.
		Work with our residents identifying estate improvements and creative ways to make our homes and communities better places to live, through resident engagement & proactive consultation across our





Grade 5	Grade 6	Grade 7
		communities, providing services which Wokingham Borough Council residents and employees can be proud of.
		Work in partnership with the Asset Management Team to facilitate access to properties and ensure statutory obligations are being met in relation to gas & electrical safety, fire risk assessments, etc.
		To encourage and work with residents to improve tenant engagement in the services we provide.
		Effectively prioritise and manage a reactive caseload, whilst ensuring diligent record keeping and administration across all areas of tenancy management in a timely manner.
		Working towards or completed a Housing qualification, carry out all functions that are deemed to be Grade 5 & 6 tasks with occasional G7 tasks undertaken where appropriate.
		Work flexibly and out of hours where necessary to attend meetings and ensure proactive management of tenancy and neighbourhood issues.





Person Specification

Education / Qualifications	Essential	Desirable
Grade 5	• Educated to A level standard or equivalent qualifications and experience. • Ability and willingness to undertake training and development appropriate to the requirements of the role.	• Previous background working within the housing sector.
Grade 6	• Working towards or completed a Housing qualification	
Grade 7		

Experience	Essential	Desirable
Grade 5	• Excellent interpersonal and communication skills • An empathetic approach and ability to set and work within boundaries	• Experience in dealing with vulnerable customers and recognising when safeguarding and other protective measures are necessary. • Experience working with upset or distressed people. • Experience working for a provider of social housing
Grade 6	• Able to work with local partners and other organisations to support best outcome for tenants and residents. • Experience in dealing with challenging and difficult behaviour. • Firm and fair nature, with the ability to converse with residents and tenants in a clear and concise manner.	• Experience of attending multi-agency meetings in respect of safeguarding vulnerable adults and children.
Grade 7	• Work constructively with tenants and residents with a solution based, “can do” approach. • Excellent written and report writing skills. • Ability to analyse the effectiveness of interventions.	• Mediation and counselling experience • Experience attending court and presenting cases





Person Specification cont.

Skills / Knowledge	Essential	Desirable
Grade 5	• Able to work in line with clear policies and procedures. • Proficient in IT applications including Outlook, PowerPoint, Word, Excel and other basic IT products. • Ability to work within a team setting supporting others where needed. • Working to set targets and deadlines.	• Working experience of Safeguarding practices for both adults and children.
Grade 6	• Knowledge of Housing legislation and ability to apply legislation correctly in the given circumstance.	
Grade 7	• Knowledge of strategies to work effectively with tenants and residents to achieve the best outcome for both them and wider community.	

