
Job Description

Housing Officer (Full-time) Permanent

Location: Fulham base; on-site across all Stoll Foundation offices.

Job type: Full-time [Monday to Friday - 9 am to 5 pm]

Responsible to: Housing manager

Direct Reports: None

Salary: £34,649.88 per year, plus benefits

About Stoll:

The Stoll Foundation is a leading provider of supported housing for vulnerable and disabled veterans in the UK. With a proud legacy of service, we are committed to delivering safe, high-quality homes and support that enables independence, dignity, and well-being for those who have served their country.

The Role:

- Responsible to the Housing Manager for delivering a high-quality, customer-focused housing service to ex-service personnel and their dependents.
- To provide an effective and responsive housing management service for a patch of Stoll properties, meeting agreed performance outcomes and objectives for key areas, including rent arrears, lettings and anti-social behaviour

Key Responsibilities:

Lettings, allocations and voids management

- Act as the first point of contact in relation to housing applicants, ensuring that all data is recorded accurately on the housing database, and the waiting list is managed efficiently.
- Take part in the Allocations process, working with the other members of the Housing team to ensure that all voids on the patch are efficiently allocated and re-let targets are met.

- Undertake viewings, sign-ups and new tenant visits, working in partnership with the Support team to ensure new tenants are aware of their rights and responsibilities and are fully supported through the process in order to successfully sustain their tenancies.
- Investigate and make recommendations on the suitability of applications for transfers and mutual exchanges in accordance with established procedures.
- Carry out void inspections in the absence of the Property Services Manager and, where appropriate, arrange the appropriate void remedial work

Rent arrears prevention and recovery

- Actively manage and monitor all rent arrears cases on a weekly basis, taking action and early intervention in accordance with Stoll policy and procedure up to and including attending court to secure repossession and eviction.
- Work with the Support team and external agencies to ensure tenants are appropriately advised and supported to understand and meet their rent obligations, and are able to receive their maximum entitlement to welfare benefits.

Anti-social behaviour, nuisance and other breaches of tenancy

- Investigate and respond to all reports of alleged breach of tenancy, including anti-social behaviour, in line with Stoll policy and procedure, taking appropriate action, including the enforcement of tenancy conditions up to and including seeking possession and/or injunction action.
- Ensure that comprehensive case records are properly maintained and available to support enforcement action, including court application, as appropriate
- Work with the Support team and external agencies, including the Police, to address anti-social behaviour problems and ensure that Stoll takes a victim-centred approach, ensuring that action plans are put in place and victims are regularly kept informed of progress

Tenancy and estate management

- Provide an effective tenancy management service, including dealing with issues of succession, name changes, changes in circumstances and tenancy terminations
- Actively manage a range of tenancy types, including Starter, Assured and Fixed Term tenancies, in line with Stoll policy and procedure, ensuring that tenants are fully aware of the conditions and expectations of their tenancy
- Undertake regular estate/scheme inspections and take appropriate action to resolve issues identified.

Resident engagement

- Support, encourage and facilitate tenants to be involved in decision-making, and to be able contribute to improvements in services
- Ensure that tenants are kept informed and consulted on any proposed changes to service delivery, including contributing to the preparation of the tenant newsletter and undertaking satisfaction surveys
- Attend resident meetings as required, including outside of normal office hours, and follow-up appropriately to feedback received
- Work with tenants on an individual basis regarding housing and tenancy issues in order to support them to sustain their tenancy
- Encourage tenants to take responsibility for tackling estate issues that concern them, to demonstrate tolerance and respect without recourse to formal dispute or anti-social conduct.

Working in a team and with others

- Contribute positively to working in a team and across Stoll to deliver quality services to tenants.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
- Provide cover when other staff are unavailable to ensure key areas of services are maintained
- Liaise and work with other agencies including housing, health and social care professionals as required.
- Act in a professional manner while on duty and when representing Stoll.

Financial control

- Work within established budgets and maintain accurate financial records.
- Ensure that good financial and welfare benefits advice is offered to tenants, using partner agencies where appropriate.
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Record keeping and data management

- Maintain accurate and up-to-date tenancy files and records, ensuring that information is understandable and reviewed regularly.
- Maintain confidentiality of records and information relating to tenants in accordance with Stoll's Data Protection policy and procedures.

Quality and regulatory compliance

- Understand the legal framework in which Stoll provides housing and support to tenants and residents.
- Continuously look to improve the quality of services, responding positively to customer feedback and complaints

Health and Safety

- Work in accordance with Stoll policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.
- Work in accordance with safeguarding best practice, following Stoll's policy and procedures.
- Act as Fire Marshal and/or First Aider as required.

Equality and diversity

- Manage and maintain services in accordance with the principles and practice of equality and diversity, taking into account individual needs and requirements.

Other

- Carry out any other duties as required by the Housing Manager or Head of Housing.

Person specifications:

Experience

- Housing management experience working for a local authority or housing association.

Knowledge

- Knowledge of lettings and allocations, rent collection and arrears management, repairs and maintenance, tenancy disputes and anti-social behaviour policies and procedures and their application
- Understanding of the legal framework and regulatory context in which Stoll operates and the role of local authorities and Registered Providers in providing housing services
- Experience/knowledge of the issues facing the ex-Service community, especially those Veterans with support needs.

Education and Training

- Educated to GCSE standard or equivalent – minimum of five GCSEs at grade C or above, including Maths and English
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- Working knowledge of housing legislation, including tenancy enforcement, debt recovery, and anti-social behaviour.
- Working knowledge of welfare benefits, especially Housing Benefit.
- Demonstrable commitment to and evidence of continuous professional development and learning

Core Competencies

Customer focus

- A passion to support vulnerable Veterans
- Understands the challenges faced by ex-Service men and women
- Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

Communication

- Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences, both formal and informal
- Informs colleagues of successes, challenges and developments

Team working

- Works well with Colleagues, Trustees, Residents and external stakeholders
- Applies the spirit of “mucking in”, helping colleagues when needed

Support of Equality and Diversity

- Treats all people with respect
- Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

Delivers a High Quality of Work

- Produces accurate, thorough, and professional work
- Plans and manages own workload, working flexibly to meet changing work priorities and demands
- Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
- Delivers tasks set through planning and supervision
- Takes responsibility for own work, including errors
- Utilises Stoll IT systems to manage emails, calendars and data effectively

Commitment to Health & Safety

- Understands how to work safely
- Understands how to respond to a safeguarding incident and reacts accordingly
- Manages their own health and wellbeing, recognising when to ask for extra support

Frontline Competencies

Working with Customers

- A focus on maximising the independence of our Customers in all interventions
- A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
- The ability to regularly motivate and inspire Customers to improve their life situation
- The ability to deal with customers exhibiting challenging behaviour in a positive way
- An understanding of support issues, particularly relating to Veterans

Communication

- The ability to communicate effectively with all Customers

Health and Safety

- An understanding of how to safeguard vulnerable adults and children
- The consistent application of appropriate boundaries when working with Customers

I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.

Name:

Signature:

Date: