

Job Description: Housing Officer

Project: Housing

Location:Jasmine Lodge, 67-73 Upper Bognor Rd, PO21 1HP

Directly responsible to: Housing Manager

Overall responsible to: Deputy CEO

**General Purpose:**

The Aldingbourne Trust is a charity supporting adults with learning disabilities to live their lives independently.  We are seeking a Part-Time (16 hours) Housing Officer to join our friendly and busy team, situated in our housing office at Jasmine Lodge, Bognor Regis.

Our team of Housing Officers are dedicated to ensuring our tenants have suitable, safe, and well-maintained properties. We foster positive relationships amongst tenants and support them in adhering to their tenancy agreements. As a Housing Officer, you will play a crucial role in assisting individuals with autism, learning disabilities, and mental health needs to live safely and independently in their own homes.

You will be part of a team of four, responsible for supporting clients living independently in Bognor and surrounding areas. The team oversees all aspects of Housing and Property Management, ensuring tenants have suitable, safe, and well-maintained homes, promoting good neighbour relationships, and ensuring compliance with tenancy conditions.

This role requires someone who is highly competent to provide financial and administrative support assisting in the effective and efficient running of the housing team. Excellent understanding of Microsoft, Word, Excel, and Access is required. There will be the opportunity to implement new ways of managing the administration and streamlining the teams paper work.

Key Terms and Conditions:

* Pension: The Aldingbourne Trust offers a contributory pension scheme to qualifying staff.
* Annual leave: 25 days in each year, pro rata for part time staff. 1 extra day per annum after 5 years of service, up to a maximum of 5 extra days after 10 years.
* Sick leave: After the first month’s service, 2 weeks at full pay in a rolling 12-month period (pro rata if Part Time)
* Emergency family care/ career’s leave: Up to 6 days per annum (pro rata if Part Time)

**Duties and Responsibilities:**

Administrative duties relating to their properties

* To respond to telephone and general enquiries as appropriate.
* To work with the management and staff to maintain accurate information, including the production of reports.
* Collating and submitting invoices for payment.
* Recharge and reconcile Void Bills
* Completing tenancy agreements, sign ups and inventories (including taking photographs of properties).
* Write warning letters, log compliments and complaints etc.
* Conduct 6 monthly property inspections.
* Complete risk assessments for properties and tenants if applicable.
* Maintain property maintenance and service records, liaise with workmen to obtain quotes and arrange work, go to properties to let workmen in / document a problem
* Scanning information and saving to the correct files.
* Applying for customers Housing Benefit or completing a Housing Benefit change of address (whichever is applicable).
* Raising repairs to Landlords, liaising with tenants for access for works to be completed.
* Checking the mandatory report and actioning anything that is due for their properties.
* Work with the management and staff to maintain accurate information, including the production of reports.
* Provide information to new and departing tenants to make their move as smooth as possible.
* Assist tenants with the resolution of maintenance issues by arranging workmen, checking the work is done and keeping the tenant informed
* To secure best value from contractors & suppliers, including participating in joint buying with other admin workers. Liaising with landlords and window/gardening contractors.

Checking Health and safety of allocated properties, sending reminder emails/organising any;

* Conducting fire risk assessments
* Servicing fire panels
* Maintaining fire blankets and extinguishers
* Inspecting emergency lighting
* Ensuring PAT testing is performed by projects
* Managing Legionnaires' disease prevention
* Handling asbestos-related issues

6 monthly inspections of properties,

* Water temperature testing. Weekly testing and flushing of systems for any void properties.
* Completing a fire check and person-centred risk assessment for all existing independent properties/tenants. These will need to be reviewed Annually and updated if there are any changes.
* Effectively participate in staff meetings, training courses and seminars

**Person Specification:**

Essential:

Ability to communicate with other projects and external organisations.

Able to build and maintain positive working relationships with colleagues, tenants, workmen and external organisations.

Identify and manage any conflict, deal with any concerns/complaints in a professional & timely manner.

To be familiar with and implement the values of The Aldingbourne Trust.

Demonstrate best practice administration to colleagues

Excellent Microsoft Office Word, Excel and Outlook skills

Excellent organisational and administration skills

Excellent interpersonal skills

Excellent communication skills

Excellent written and numeracy skills

Ability to prioritise

**Desirable:**

Driver with own car

**Employee Benefits:**

* Life Assurance: 2 x your annual salary
* Employee Assistance Programme
* Bicycle voucher scheme
* Eye care vouchers
* Discounted gym membership
* 10% in ACC shop, ACC café, Horticulture, Make and Make Café.
* Flu Vaccinations
* £200 refer a friend scheme (payable when the new person starts)