Role Profile

Role Title: Service Officer

Company: Central and Cecil Housing Trust
Directorate: Housing
Department/Team: Central & Cecil
Reports To: Senior Service Officer / Service Manager
Direct Reports: None
Agile Worker Category: Hybrid

Last updated: December 2024

Role Purpose

To deliver comprehensive, proactive and pragmatic Housing Management Services to the residents of one of C&C's Independent Living for over 55s Schemes. To be accessible to residents and colleagues in delivering the service and adaptable where required to react to challenging situations. An operational front-line team member with a regular presence on the schemes and an emphasis on compliance around Fire and Health & Safety Regulations.

Key Accountabilities

- Deliver a proactive and efficient Housing Management Service at an over 55's independent living scheme
- Work with external and partner agencies, stakeholders and statutory bodies to ensure residents needs, outside of Housing Management, are met. Identifying and reporting safeguarding concerns to relevant authorities
- Support the Resident Engagement Team to facilitate resident activities on and off site
- Conduct Annual Person Centred Fire Risk Assessments and Tenancy Audits for all residents on a set patch of properties.
- Working with the onsite Caretaker, conduct weekly site checks and walkabouts, ensuring the results are properly logged on Aster's Health Safety database
- Work with the Onsite Caretaker to ensure all Health & Safety and Fire Regulation compliance is met.
- Logging all accidents, trips, falls and near misses on Aster's Safety First system
- Dealing quickly and decisively with all forms of tenancy breach, excluding those around Rent Collection. Working with customers to address the matter, agreeing action plans and where required referring the matter for legal action to enforce the tenancy.
- Proactively highlighting and investigating cases of tenancy fraud, to ensure our properties are being occupied by the right customers. Taking action to address any issues promptly.
- Take an active role in Aster's void process from tenancy termination to re-let including initial inspections and referrals to the Voids Manager.
- Managing a range of tenure types across diverse estates
- Proactively working within the scheme in order to achieve constant improvement in service delivery and reduce complaints

Complexity

This role entails working with both internal and external teams to both maintain the homes of our residents and the safety of those homes. Each day will be different with constant opportunities to learn and grow. You will need to be comfortable with residents of varying levels of mobility and cognitive ability, and ready to refer those needing support to the correct external services.

Working with the onsite caretaker you will raise and monitor communal repair requests, following them through to completion.

There are back-office teams present to support with all aspects of the role.

Impact

This role is one that has a major impact on of the most important factors in any individual's life, their home. The decisions made by our Services Officer in how they provide the service we offer will have a lasting effect on our resident's lives and those that come after us to both live and work in our schemes.

Influence

The role requires interaction with a range of stakeholders and partnership agencies, including, but not limited to; Adult Social Care, Mental Health Services, Fire Service, Police, Probation, Providers of Legal Aid and the Local Authorities. This interaction can be challenging as we often have differing priorities, this role requires good negotiation skills and strong will power to ensure that the objectives of the organisation are met.

Resources Management

Establish, develop and maintain positive open and trusted relationships with local authority departments, the police and other key partners operating in your patch particularly on issues that require a multi-agency approach to resolution.

Experience and Qualifications

- Educated to GCSE standard or equivalent to include English.
- Excellent communication skills
- Experience of challenging and emotive situations and applying empathy
- Experience of work with vulnerable groups in a housing or similar setting
- Knowledge and experience of the housing sector
- Problem solving skills, working under pressure and taking initiative
- Ability to keep accurate, comprehensive notes and make sure documentation is relevant, accurate and up to date.

General

- Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.
- Ensure that the Aster Group Equality & Diversity Policy is fully implemented at all times.
- Comply with the requirements of the Aster Group Data Protection, Privacy & Confidentiality Policy, the IT Security & Usage Policy and supporting Data Protection Framework insofar as they relate to the duties of the role.
- If the role is a people leader, they will conduct suitable and sufficient risk assessments (including stress assessments) for their area of operations, record the findings and reduce risk to an acceptable level.
- This role profile is intended as a guide and is not an exhaustive list of the duties and responsibilities of this role. Such duties may vary from time to time without changing the general character of the role or the level of responsibility entailed.

Internal use only

Role code	*Version*	*Created/last updated (month/year)*	*Author*