

**RAMSEY TOWN COMMISSIONERS
GREATER LONDON COUNCIL JOB EVALUATION SCHEME
JOB DESCRIPTION**

DEPARTMENT	Housing
DESIGNATION	Housing Officer
REPORTS TO	Housing & Property Manager

MAIN PURPOSE OF THE JOB

Assist with the achievement of the Housing Management policies and Corporate Plan objectives. Contribute towards achieving the Commissions core aims, values, objectives and priorities. Promote customer care throughout the management of the Housing Service and Sheltered Housing Complexes.

Assist with the delivery of a responsive and high quality housing service in accordance with service aims, objectives, key tasks, targets, policy, Standing Orders, Codes of Practice and legislation. Co-ordinate and implement the Commissions and RNDHC Housing Services functions and maintain a high standard of service delivery as agreed with the Head of Service.

Assist the Housing Management Team in the provision of an effective and responsive service to current and prospective tenants of Ramsey Town Commissioners and RNDHC.

The post is graded in accordance with the Greater London Council Grading Scheme at Grade SO1 and remuneration will be in accordance with scale points 29 to 31 under the National Joint Council Agreement.

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES

1. Manage and co-ordinate the Customer Services Team and reception service ensuring the provision of an excellent front line housing service to tenants and other customers, both on the phone, in writing and in person at the office. Monitor performance and carry out annual staff developments.
2. Manage and co-ordinate all aspects of the day to day running of the housing management function, including lettings and customer services, and liaison with Finance staff in relation to income management,
3. Acting as Deputy Clerk to the Ramsey & Northern Districts Housing Committee, including acting as line manager to the Committees complex wardens and other staff.
4. Responsible for the management and control of entry to the housing waiting and transfer lists. Ensure proper and accurate records are kept, policy is adhered to and applicants are considered for housing in a strictly impartial and fair manner.

5. Responsibility for ensuring properties are managed in a professional manner, reducing voids and working with Finance staff to maintain arrears to within the Commissions annual targets.
6. Work in association with the Commission's Advocates representing the Commission in Court proceedings concerning all housing matters as appropriate and as required.
7. Liaison with other agencies in delivery of services to persons requiring supported housing or other needs.
8. Contribute to the formulation, review and development of housing management, policies and procedures, ensuring they are implemented by staff and that targets are set and monitored.
9. Maintain an up-to-date knowledge of legislation, practice and policy, initiating changes within the Commission as required.
10. Assist in the organization of performance management activities establishing and agreeing targets for the Housing Team and measuring output against performance indicators agreed with the Housing Manager to promote Team working within Housing Service ensuring high quality services and effective management criteria are utilized at all times.
11. Overall responsibility for tenant communication and consultation ensuring that as far as is reasonable and practical tenants are kept informed and consulted on both housing maintenance and re-development issues. Ensure as far as is practical all media comment on housing matters is co-ordinated and is in accordance with Commission policy.
12. Ensure anti-social behaviour is effectively addressed and establish new ways of working with agencies to develop effective strategies.
13. Research and prepare one-off and routine reports, recommendations and analysis on matters relating to housing policy and finance as required. Attend Committee and Commission meetings as required.
14. Participate and contribute effectively to the Housing Services Management Team delivering on policy and project briefs as required.
15. Ensure statistical information and returns are completed and returned to Central Government.
16. Manage, monitor and report on all budgets allocated to the Service. Manage resources to ensure efficient and cost effective service delivery in accordance with the Commission's overall policies and objectives.
17. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with best practice in regard to Equal Opportunities.
18. Compliance with the provisions of the Isle of Man Data Protection Act 2002, the Computer Misuse Act 1990, Commission policies, procedures, Standing Orders and Financial Regulations, other relevant legislation and Committee procedures in order to monitor

Capital and Revenue Expenditure on all Housing projects obtaining necessary consents and instructions to enable projects and schemes to proceed.

19. To be responsible for the health and safety of the staff of the Housing Section and for the safety of the public and other staff who come into contact with any aspect of housing duties being undertaken.
20. To participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Commission reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.
21. Such other duties within a similar level of responsibility as may from time to time be required by the Housing & Property Manager or the Town Clerk

SELECTION CRITERIA

Essential

A minimum of 2 years experience within the area of public sector housing.
Effective interpersonal skills and ability to influence at a range of levels both internally and externally.
Experience in tenancy and estate management, rent collection, debt recovery and Sheltered Housing as well as tenant involvement.
Good knowledge and understanding of relevant housing legislation and current issues facing social housing on the Isle of Man.
Leadership skills with the ability to motivate and develop staff at all levels, and to deliver consistent success.
Good working knowledge of housing management systems and software.
Excellent organizational and planning skills. Ability to deal effectively with competing demands.
ICT literate including Word PowerPoint and Outlook.
Appreciation of the principles of maintaining confidentiality and discretion.

Desirable

Professional Diploma in Housing or equivalent qualification.
Experience of Sage Accounting and DPN Housing Management Systems.
Experience/knowledge of project management process.
Experience of local government.
An understanding of the operations and functions of a local authority.
Knowledge of the Commission's Standing Orders, Financial Regulations and the Isle of Man Government Procedures for Capital Projects (including requirements for Petitioning purposes).
Political sensitivity.

Signed _____

Signed Line Manager _____

Signed Chief Officer _____