



Post: Housing Officer

Department: Housing

Reports to: Office Manager

Working Hours: 37.5 hours a week

Salary: £25 494

Location: 2nd Floor, Eden House, Eastgate Office Park, Eastgate Rd, Eastville, Bristol BS5 6XY

Closing date: 22nd April 2024

Interview date: 26th April 2024

About ACH

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country.

Purpose of job

To provide comprehensive housing and tenancy management services within an allocated patch including the management of rent and service charge payments and arrears; voids and lettings; stock condition inspections and managing and dealing with nuisance and anti-social behaviour.

Key Responsibilities

- Assisting the Team Leader and Housing Income Officer in carrying out assessments and selection of potential tenants, making accommodation offers and signing up selected tenants.
- To assist the Housing Income Team Leader in the management of ACH property rental income and tenant service charges within agreed budgets. and preventative action to minimize arrears.

- To carry out stock condition assessments to ensure properties are safe, sound and comfortable to live in and address any immediate risks to lives that may have detrimental impact on tenants.
- To provide induction to tenants and ensure they understand the rights and responsibilities as set out in tenancy / licence agreements and deal with tenancy management, including nuisance and anti-social behaviour issues.
- To assist the Housing Manager and team with identifying, reporting and monitoring repairs and maintenance within the designated patch and to achieve void turnaround targets for repair works and to manage the pre-void and lettings process.
- In accordance with the complaint's procedure, deal promptly with complaints, including those from tenants, promptly and effectively. Resolve, where possible, any issues raised.
- To negotiate debt payment arrangements based upon the tenant's income and expenditure commitments.

This list is not exclusive or exhaustive. You may be asked to carry out other duties deemed necessary by your line manager.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A good standard of education commensurate to the level of the job and the knowledge and skills required. 	<ul style="list-style-type: none"> • A level English & Maths • Qualification in Social Housing e.g. CIH level 2
Experience	<ul style="list-style-type: none"> • Experience of working with asylum seekers or refugees in a voluntary or paid capacity. • Organisational skills in terms of service planning, prioritising work, time management, effective use of resources and performance evaluation. 	<ul style="list-style-type: none"> • Experience of working in Social Housing sector. • Experience of working in Supported Accommodation • Experience of rent and service charge collection
Knowledge	<ul style="list-style-type: none"> • Knowledge of the Homelessness Legislation particularly the 2002 Homelessness Act. Must be able • to work under pressure and sometimes having to deal with individuals or subject matter that can be emotive and demanding. 	<ul style="list-style-type: none"> • Knowledge of broader current issues in meeting housing needs. <p>Working knowledge of the issues faced by disadvantaged / vulnerable people</p>

	<ul style="list-style-type: none"> • Excellent written and verbal communication skills, previous experience in working with service users who speak a different language. • Ability to use IT systems and software and have a good working knowledge of Microsoft Word, Excel, and Outlook. 	
Skills	<ul style="list-style-type: none"> • Negotiation skills • Ability to emphasise • Ability to work with discretion, integrity and confidentially. • Strong written and verbal communication skills with the ability to communicate effectively using telephone, face to face, written and electronic methods including use of Office and databases 	<ul style="list-style-type: none"> • Ability to speak another language i.e. Arabic, Farsi, Somali etc. • Ability to interact with service users and team members
Personal Attributes	<ul style="list-style-type: none"> • A commitment and desire to support refugees with their integration in the UK • A commitment to Equality and Diversity principles • A commitment to the professional representation of ACH 	
Other	Full UK driving license and access to own vehicle to use for business purposes.	

Due to the nature of this post, an enhanced DBS check will be undertaken for successful applicants, but only with their prior consent.

Applicants need to have the right to work in the UK to be considered for this role.

How to apply

To apply please complete our application form by clicking 'Apply today' below.

For an informal conversation or to find out more about ACH or the role, please don't hesitate to contact our People and Culture Manager, Werner Lourens - werner.lourens@ach.org.uk.

Applicants need to have right to work in the UK to be considered for this role. We may close this role early, so please apply ASAP to avoid disappointment.