

Post Specification

Post Specification - Key Information

- **Post Title: Housing Officer – Eden**
- **Date: December 2025**
- **Post Group Number: 8932**
- **Job Family: Organisational Support**
- **Job Family Role Profile: OS 9**
- **Final Grade: Grade 10**

To be read in conjunction with the job family role profile.

Service Area Description

The Housing Landlord Service plays a key role in the Council's housing management and strategic housing function. As a social housing landlord, there is a need for the Council to meet its statutory and regulatory responsibilities. The service covers the following key areas: housing strategy, housing allocation, tenancy management including enforcement, tenant engagement and the careful management of housing stock and tenancies to ensure regulatory standards and legislation are complied with.

The Council's Housing Landlord Service sits within the Thriving Communities Directorate, specifically the Housing division.

The housing officers responsible for managing the housing stock in Eden will have responsibility for multiple functions associated with providing a landlord service to tenants. This includes: the allocation of social housing in line with policies, procedures and statutory requirements; the recovery of rent arrears, often acting as the first point of contact for tenants facing financial difficulties making pay arrangements and initiating legal action as necessary; dealing with all aspects of tenancy management and support including enforcement and tenant engagement; ensuring that anti-social behaviour and hate incidents are tackled effectively in partnership with appropriate agencies and other Council services and; liaising with contractors and other officers within the housing landlord service to effectively manage the housing stock in Eden, resolve issues and appropriately deal with tenant service requests.

Purpose of this Post

- To deliver a comprehensive customer-centred service to tenants to deal with all aspects of tenancy management and support to promote social, environmental and economic wellbeing.
- To provide advice to Housing tenants to assist in the prevention of housing related debt and to promote tenancy sustainment and tenant wellbeing, by being proactive in addressing debt and anti-social behaviour and hate crime reports and reactive to queries from customers to achieve a resolution.
- Liaise with internal colleagues, and external services to deliver solutions and remove barriers for the tenant to ensure resolutions are sustainable and that tenancies can be sustained effectively.
- To represent the Council in taking the necessary legal action to recover possession where this is necessary. This includes preparing cases and completing the relevant paperwork for court in line with policy and the relevant protocols.

Key Job Specific Accountabilities

- To deliver a comprehensive housing management service to tenants within the Eden locality in accordance with the Council's policies, procedures and the relevant legislation. This will include the allocation of social housing and void property management, providing an income and debt recovery service, tackling anti-social behaviour and hate crime alongside providing tenancy management and support to promote social, environmental and economic wellbeing.
- Proactively identify and prioritise those tenancies most at risk of failing; including interviews and home visits to engage with tenants, adopting an empathetic and sensitive approach to maximise engagement, whilst also having confidence to have difficult conversations with tenants.
- To ensure tenants comply with the conditions of their tenancy and where breaches occur take appropriate action. This will include serving legal notices and making applications to court for possession.
- To prepare cases to be heard at court, collating the necessary information and evidence to present to the judge and representing the Council at court hearings, seeking the appropriate outcome.
- To attend evictions with the assistance of a court appointed Bailiff and any other relevant services in pursuance of regaining possession where court orders are breached.
- To ensure that accurate and up to date records of all tenancy management and related activities are maintained including the comprehensive use of the housing management system to assist with this.
- To use the housing management system to prioritise rent accounts that require action, taking the appropriate steps suggested and as defined by policy, to ensure accounts are monitored closely and early prevention is at the forefront.
- To prioritise tenancies that require intervention, taking appropriate action in line with policy, to ensure they are monitored closely, and early prevention is at the forefront to ensure tenancies can be sustained.
- To provide accurate and timely information to the Senior Manager or Service Manager on actions taken to positively engage with tenants and support them to sustain their tenancies.

Please note: Annual targets will be discussed during the appraisal process.

Key Facts and Figures of the Post

- **Budget Responsibilities** none
- **Staff Management Responsibilities:** none
- **Other:** To gather and present evidence of enforcement action taken for court possession hearings, representing the Council to achieve the appropriate outcome before a Judge. Attend evictions with the assistance of a court appointed Bailiff as required in the pursuit of possession. To serve the relevant legal notices/paperwork in pursuit of rent arrears or ASB action.

Essential Criteria

Qualifications:

- Minimum of 4 GCSEs to include English and Maths or equivalent demonstrable experience

Knowledge and experience:

- Knowledge of social housing and the wider dependencies that can impact on tenants and the sustainability of tenancies would be desirable
- Experience of working within a role that involves income recovery or transactional analysis and/or taking action against breaches of agreements
- Experience of working with vulnerable people with complex needs
- Experience of providing tenancy support and advice to facilitate tenancy sustainment

Expertise:

- Excellent communicator on all levels with a strong ability to listen and build effective and meaningful relationships, including developing partnerships with external agencies
- Organised and can work to deadlines, prioritising workload to ensure these are met and work is completed effectively
- Ability to demonstrate understanding and empathy when dealing with customers
- Ability to make decisions, using appropriate judgement and in doing so consider the wider implications
- Ability to work well as part of a team and foster good working relationships both within and between teams
- Positive attitude to work with a 'can do' approach and ability to deal with conflicting demands and problem solving
- Possess excellent IT skills including the use of Microsoft Office and Outlook or equivalent products
- Be non-judgemental and approachable with a customer-focused approach.

Disclosure and Barring Service (DBS) Checks

- This post does not require a DBS check.

Job Working Circumstances

- **Emotional Demands:** Occasionally the role may involve significant emotional demand when taking legal action against tenants to recover possession for rent arrears or address anti-social or other negative behaviour. The associated contact with tenants in doing so can happen multiple times for each case over a period of time. It is likely that the postholder will be regularly exposed to some level of emotional demand due to the complexity and vulnerabilities of some of the tenants they will be working with.
- **Physical Demands:** minimal
- **Working Conditions:** There may be some exposure to adverse people behaviour, which could be considerable in certain situations when challenging tenants about their rent arrears or behaviour and actions. This is more likely when attending court hearings and evictions.

Other Factors:

- Must have a full driving licence and access to a car to and the ability to travel throughout Westmorland and Furness.
- This role is office based at the relevant anchor building during the service's operational hours. There may be times when the post holder can work in a hybrid way provided that this is balanced against the service need, needs of tenants and resource availability.