Post Specification

Post Specification - Key Information

- **Post Title: Housing Officer – Safe and Strong Communities**
- **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 Safe and Strong Communities team with the Housing Landlord Service deal with all aspects of tenancy management and support including enforcement and tenant engagement. The team are responsible for ensuring that anti-social behaviour and hate incidents are tackled effectively in partnership with appropriate agencies and other Council services. The team also play a key role in ensuring appropriate support and advice is provided to tenants (in conjunction with other agencies) around domestic abuse, safety of shared areas and to promote social, environmental and economic wellbeing.

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 promote tenancy sustainment and tenant wellbeing, by being proactive in addressing anti-social behaviour and hate crime as well as other issues affecting neighbourhoods with social housing.
- Liaise with internal colleagues, and external services to deliver solutions and remove barriers for the tenant to ensure resolutions are sustainable and tenants can maintain their tenancies with appropriate support from the service or external agencies.
- To represent the Council in taking the necessary legal action to tackle anti-social behaviour and hate crime including recovering 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 tenancy management and support service in accordance with the Council's policies and procedures and legislation to effectively tackle anti-social behaviour and hate crime and provide appropriate advice and support to tenants.

- 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 the team's activity are maintained including the comprehensive use of the housing management system to assist with this.
- 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 and Service Manager on the actions of the safe and strong communities team.

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 for court 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 legal notices and other warning/penalty notices in line with the relevant policies and procedures.

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 taking formal action where breaches of agreements arise
- 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 action against tenants 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 taking formal action for ASB and if carrying out 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.