

Job Description

Job Title	Housing Officer
Function	Corporate Services
Department/Team	Housing & Property Services
Reports to	Housing Manager
DBS Check Level Required	Basic
Grade/Job Evaluation Level	TBC
Salary Banding	TBC
Created/Reviewed date	September 2025

You will be working for

As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do.

Our charity is committed to creating meaningful impact in the lives of those we serve. As a values-driven organisation, we understand that our people are central to achieving our mission.

You will be working within the Directorate of Housing and Property Services who are responsible for the robust and effective management of Waythrough's Social Housing properties, other residential and non-residential/commercial properties. The department focus is to ensure that everyone has access to a property/ home that is both welcoming and safe, fit for purpose and remains compliant with all legislation and regulatory requirements.

Purpose of the Role

The Housing Officer will be responsible for delivering a broad range of intensive housing management services, with a focus on resident move-ins and tenancy start-up, tenancy sustainment, and move-on, closure, and resettlement processes. They will work collaboratively with colleagues across Waythrough and partner services to ensure residents receive the support they need. The role also contributes to achieving key performance

indicators (KPIs), including Tenant Satisfaction Measures, and securing positive outcomes in Tenant Perception Surveys.

Key Accountabilities

(List of accountabilities specific to this role)

Service Delivery

- Conduct resident sign-ups, ensuring occupancy agreements, keys, and Resident Handbooks are issued and explained clearly.
- Ensure residents understand their occupancy terms and security of tenure based on their agreement type.
- Use current toolkits, processes, and documentation; ensure outdated materials are discarded.
- Support residents with Housing Benefit and/or Universal Credit claims at sign-up and throughout their tenancy.
- Advise on and assist with property adaptations where applicable.
- Promote available properties and raise awareness of Waythrough Homes services across your area.
- Provide advice on rent arrears and support residents in managing and reducing debts.
- Address anti-social behaviour, serve notices, manage abandonment cases, and attend court hearings as required.
- Offer guidance on resettlement and permanent move-on housing options.
- Raise safeguarding concerns with your line manager and consult the housing safeguarding lead.
- Provide tenancy sustainment support or make appropriate referrals for additional support.
- Organise and facilitate resident meetings in shared housing/HMOs.
- Support residents in shared housing/HMOs to establish cleaning, gardening, and other communal rotas.

Performance

- Maintain accurate, up-to-date resident and property records in Pyramid/MIS systems, ensuring audit readiness.
- Oversee building security and maintenance, including alarm checks and ordering equipment as needed.
- Conduct regular property inspections, reporting issues promptly with detailed notes and photos.



- Review risk assessments and management plans at least every three months or sooner if incidents occur.
- Ensure residents without support services have an up-to-date Tenancy Sustainment Plan reviewed within the last three months.
- Contribute to achieving Tenant Satisfaction Measures and promote participation in Tenant Perception Surveys.

Development and engagement

- Collaborate with other Waythrough teams to meet residents' broader support needs.
- Communicate effectively to ensure access for repairs, maintenance, and compliance activities.
- Work jointly to develop support plans and risk assessments where appropriate.
- Support residents in accessing specialist services (e.g., recovery, mental health, employment, education, training, volunteering).
- Connect residents with care, support, and welfare services, encouraging continued engagement.
- Facilitate resident consultation and participation in housing-related matters.
- Work with internal and external partners to meet void turnaround targets.
- Provide guidance and support to local operations colleagues in supported housing.
- Stay informed on policy and professional developments relevant to your role.
- Engage in continuing professional development, including relevant qualifications and performance reviews.

General Accountabilities

- Model our organisational values that sets the tone for people across the organisation.
- Contribute to developing our culture of excellence and care which is collaborative and actively demonstrates our commitment to the people we support, and our core purpose.
- Seek opportunities to develop, learn, and continuously improve so that we can develop high quality services.



- Work in accordance with all relevant legislation, policies, procedures, and guidelines including safeguarding.
- Keep abreast of latest developments and good practice in own professional areas.
- Promote and adhere to the organisation's equality, diversity, and inclusion approach.
- This job description is non exhaustive, and we reserve the right to amend and review as appropriate

Values

Our Values
• Kindness - Be generous, caring, and compassionate. • Courage - Be bold, trust, commit. • Respect - Everyone deserves dignity.

Person Specification

Qualifications	Essential or Desirable
A good general education with the ability to progress towards a professional housing qualification	E
Chartered Institute of Housing (CIH) qualification or equivalent	D

Skills	Essential or Desirable
Ability to deliver and support others in delivering training (e.g., tenancy readiness programmes), and provide advice to people and service users	E
Ability to manage competing priorities and respond flexibly to the demands of the role	E
Ability to maintain clear and appropriate professional boundaries	E



Proficient in using Management Information Systems (MIS) and accurately recording information	E
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Experience	Essential or Desirable
Minimum of 2 years' experience or strong understanding of working with individuals affected by homelessness, substance misuse, offending behaviour, mental health issues, or learning disabilities	E
Knowledge of housing law relevant to both landlords and residents	E
Understanding of the Decent Homes Standard and the Housing Health and Safety Rating System (HHSRS)	E
Familiarity with Choice-Based Lettings and housing allocation systems	E
Awareness of key housing management functions and issues, including allocations, repairs and maintenance, rent arrears, evictions, conflict resolution, neighbourhood concerns, and shared housing	E
Understanding of the impact of welfare reform on housing choices	D
Knowledge of the range of housing options available to clients	E
Commitment to and understanding of Equal Opportunities and anti-discriminatory practices	D
Full driving licence, access to a vehicle for work purposes, and appropriate business insurance	E

