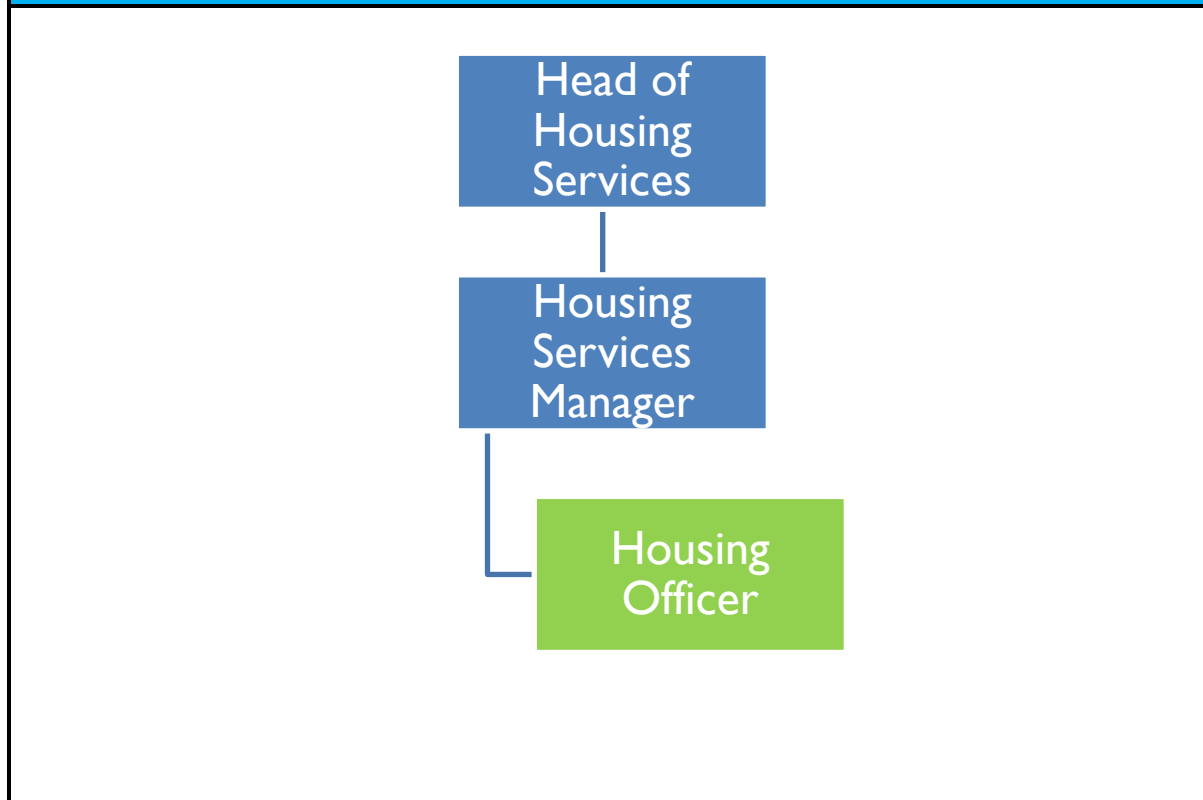


JOB DESCRIPTION

Job Title	Housing Officer
Directorate	Housing Management
Service	Lancaster West Neighbourhood Team
Grade	E

Employees directly supervised (if applicable):	N/A
---	-----

Family Tree *(job titles only, no employee names)*



1. JOB PURPOSE:

1. The role of Housing Officer for the Lancaster West Neighbourhood Team at the Royal

Borough of Kensington and Chelsea is responsible for delivering high-quality housing management services to tenants and leaseholders, with a positive, customer-focused approach.

2. The role involves providing a customer-focused approach to tenancy management, income collection, neighbourhood management (including cleaning, caretaking and grounds maintenance), and tackling anti-social behaviour (ASB) within the Lancaster West Estate.
3. The officer will work closely with the community, contractors, and partner organisations to ensure the well-being of residents, the upkeep of the estate, and the delivery of a safe, clean, and inclusive environment, meeting housing needs and expectation and delivering high levels of customer satisfaction

2. DESCRIPTION OF DUTIES:

Tenancy Management

1. Provide comprehensive housing management services to tenants and leaseholders in the homes managed by the Lancaster West Neighbourhood Team, ensuring all legal requirements are met.
2. Support tenants in sustaining their tenancies by offering advice on housing options, managing household budgets, and signposting to appropriate support services.
3. Advise households based on their housing needs, and facilitate tenancy changes such as successions, assignments, and mutual exchanges in accordance with legal and policy guidelines.
4. Conduct regular tenancy audits and visits to ensure compliance with tenancy agreements, addressing and identifying and addressing breaches of tenancies, leases and licenses, taking enforcement action where necessary, including issuing warning letters, attending court, and preparing legal documentation.
5. Assist with the allocations process and manage void properties, ensuring properties are ready for re-letting promptly.

Rent and Income Collection

6. Proactively manage rent accounts, ensuring timely rent and service charge collection, including social rent, use and occupation, parking and garage accounts.
7. Monitor rent arrears and take appropriate steps to reduce arrears, including early intervention and engagement with tenants to create sustainable repayment plans.
8. Provide tenants with information and advice on managing rent payments, including guidance on Universal Credit, Housing Benefit, and other financial support.
9. Take enforcement action in line with council policies where rent arrears persist, including serving notices, preparing cases for court, and representing the council in legal proceedings.
10. Work closely with colleagues and partners to support vulnerable tenants at risk of financial hardship, helping to maximise benefits and grant receipt.

Neighbourhood Management

11. Ensure the Lancaster West Estate and other blocks are maintained to a high standard by working with cleaning and maintenance teams plus grounds maintenance teams, and ensuring that communal areas are clean, safe, and well-maintained. Report and monitor the completion of communal repairs.

12. Regularly inspect the estate and homes and blocks managed by LWNT, identifying and reporting issues such as fly-tipping, graffiti, and damage to communal areas, and ensure timely rectification.
13. Manage cases of anti-social behaviour (ASB) in a timely and effective manner, working with residents, the police, and other agencies to reduce ASB and improve community safety.
14. Investigate complaints of noise, vandalism, and harassment, taking appropriate action including mediation, issuing warnings, and initiating legal proceedings where necessary.
15. Foster positive relationships with residents and community groups to promote engagement in neighbourhood activities and the co-production and design of high-quality services.
16. Ensure compliance with health and safety standards across the estate, including fire safety regulations and the management of communal spaces, including monitoring of private balconies, gardens, car parks and adjacent public realm.

Additional Responsibilities

17. Develop and maintain positive relationships with residents, ensuring that their views are considered in service delivery and improvements to the estate.
18. Liaise with contractors, maintenance teams, and other service providers to ensure high standards of service delivery across the estate.
19. Provide support during emergency situations, such as major repairs or incidents affecting the estate, and work with relevant teams to ensure residents' needs are met.
20. Keep accurate records of all housing management activities, ensuring compliance with data protection legislation and council policies.
21. Attend and contribute to local forums, meetings, and consultations to ensure effective communication between the council and the Lancaster West community.
22. Undertake reasonable management requests and other duties relevant to the nature, scope and level of the role as necessary including attending evening and weekend meetings.

SELECTION CRITERIA/PERSON SPECIFICATION

Job Title:	Housing Officer
-------------------	-----------------

Conditions to Note:

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications Educated to degree level or equivalent housing management qualifications, or experience in delivering high quality housing services in an estate or neighbourhood context
C	Skills; Experience and Attitude - Demonstrated experience in housing management, with a focus on tenancy and rent management, ASB, and/or neighbourhood services. - Strong knowledge of housing legislation and policies, particularly relating to social housing tenancies. - Excellent communication skills, with the ability to engage effectively with tenants, leaseholders, and partner agencies. - Proven ability to handle difficult situations with empathy, fairness, and assertiveness. - Commitment to providing high-quality, customer-focused services. - Strong organisational and time-management skills, with the ability to work independently and as part of a team. - Experience of working in a physical, social and economic regeneration setting with a clear understanding of the challenges that presents. - Able to client contractors, for example for cleaning, caretaking, grounds maintenance and/or repairs.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others. Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair, and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that: • I am told when something is not possible and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued

G	WORKING TOGETHER • We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.
---	--