



JOB DESCRIPTION

Job Title: Housing Officer

Salary: £32,000 - £36,000pa

Reports to: Estate Director

The Company

Wellington Mills Housing Co-op is a resident-run social housing organization, managing 137 dwellings (leasehold and tenants) and a mixture of 108 Garages and Parking Bays, on behalf of Lambeth Council. The company runs from its own secure facility on the estate and is usually manned by two office staff.

Job Purpose: To support the Estate Director and Management Committee in providing a generic housing management service, in an efficient and effective manner, to meet KPIs and fulfill our obligations to the London Borough of Lambeth.

The post holder will be the first point of contact, to provide a front-counter service to our stakeholders and should have excellent communication and interpersonal skills.

Key Responsibilities:

- To carry out rent and service charge collection and arrears recovery .
- Carry out tenancy management functions, which include: dealing with voids, viewings, sign-ups, ASB, tenancy and welfare checks.
- Support tenants to sustain their tenancies, by identifying needs, making referrals and assisting with tenancy related issues.
- Conduct routine property and estate Inspections and deal with issues that may arise.
- Assist Estate Director in managing the cleaning, grounds maintenance and repairs contract.
- Deal with complaints and request for information and ensure residents are kept informed of their rights and obligations.
- Ensure accurate keeping and update of records, and log sheets maintained.
- Send batch mail and WhatsApp message to residents and committee members as directed by the Estate Manager and/or Committee members.
- Plan and coordinate social events for residents as required, and

Reg. Office: 24 Mead Row, London SE1 7JG

Telephone: 020 7633 0255 - Email: wellingtonmills@lambeth.gov.uk

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encourage/support resident participation

- Deal with repair complaints by pre-inspecting, raise works order and update repair system with outcome, ensuring work is carried out within priority time. Also collate and update system with resident's feedback.
- Update repairs system (CHICS) with progress on invoices and payments as required.
- Produce reports for Board Meetings as may be required.
- Assist the Estate Director in arranging meetings, collate and disseminate information to residents and board members as may be required.
- Assist in producing quarterly Newsletter for distribution and enhancement of service-delivery.
- Promote resident engagement by ensuring estate noticeboards are kept up to date, accurate and relevant.
- Administer the sale of FOB keys and Garage access cards for residents and update database.
- Undertake any other duties that may be required to meet the exigencies of the service. These may be varied from time to time to meet the needs of the service.

Skills & Abilities

- Previous experience essential
- Be able to demonstrate a good understanding of current housing issues.
- Must have experience in working for a Housing Organization
- Be conversant with IT, particularly Northgate, Sage, Microsoft Office, or similar packages.
- Be able to work with minimum supervision .
- Must have good written and verbal communication skills.
- Have excellent problem solving ability and analytical skills

Knowledge

- Understand the role of Tenant Management Organisations
- Knowledge of income management and debt recovery essential.
- Working knowledge of welfare benefits and housing legislation

Education & Qualifications

- Good standard of education (minimum GCSE level)



- Working towards CIH qualification

Work Circumstances

- Ability to work in a non-discriminatory way and in accordance with diversity and equal opportunities policies, and procedures.
- Ability to be a lone worker and have confidence to carry out home visits
- May be required to work some weekends and evenings.
- At all times comply with company policies, procedures, and instructions.

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