Housing Officer

Team	Salary
Location Based Services	£35,714
Team responsibility	**Line manager**
No line management responsibility	Team Leader

The job in a nutshell

This role contributes to the Beyond Housing strategic goal to create places where people are proud to live and are part of a community. The Housing Officer will do this by taking ownership of their patch to provide an effective and high performing housing management function for customers. They will ensure targets are met through empty property management, estate management and tenancy management and provide a quality service to customers, to create loyalty and sustain tenancies.

Duties and responsibilities

- Provide all aspects of a frontline housing management service including empty home management from termination through to sign up and new tenant satisfaction; tenancy management including property condition and anti-social behaviour, successions, assignments and mutual exchanges; estate management working with internal colleagues and external agencies to create safe communal and open spaces.
- Participate in community engagement to identify areas for improvement.
- Undertake actions that will improve tenant satisfaction on the patch.
- Manage ASB cases and be empowered to make decisions and take appropriate actions required to resolve customer issues.
- Excellent working knowledge of operational practice of the housing management function and how it links to a sense of place, tenancy sustainment, and improved customer experiences.
- Develop positive working relationships with colleagues, partners and stakeholders.
- Undertake visits and estate walk abouts to improve our communities and the customer experience.
- Own your individual performance, work towards individual, team and organisational targets and KPI's.
- Assist the team in delivering operational activity linked to strategic aims

Version No	Revision Date	Reason for Revision	Job Evaluation Number
3	September 2026	New JD template	

- Actively support a Rent First approach ensuring all areas of contact with customers discuss rent accounts where required.
- Be the first point of contact for local Councillors and support them to resolve issues.
- This role may be agile across various Beyond Housing Locations but may require working outside of 'traditional office hours' where appropriate.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Ability to provide an excellent customer experience
- Ability to manage workload and responsibilities effectively
- Ability to prioritise competing objectives to ensure the operational needs of the service area and organisation are met
- Ability to create effective solutions to support customer sustainment and community cohesion
- Ability to manage customer expectations in tenancy related matters, especially with regards to neighbour nuisance and anti-social behaviour
- Excellent communication skills both written and verbal
- Excellent record keeping
- Ability to be a good negotiator with an ability to remain objective.

Competencies

Customer focus - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements

Working together and communication - Drives and clear communication between teams, coaches others, and builds a culture of respect

Takes ownership and delivers results - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery-focused culture

Problem solving and continuous improvement – solves problems, drives improvements, engages in continuous improvement across teams

Adaptable and flexible - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role modelling flexibility

Risk Based thinking - Proactively identifies and considers risks and opportunities, embeds risk-aware decision-making, coaches' others in effective risk management, and strengthens organisational resilience

Qualifications

- Full driving licence
- Good standard of education (NVQ level 2 / GCSE's or equivalent) or relevant experience

It's a bonus if you also bring

Relevant housing experience or qualification

NB: if you have a disability, we may explore reasonable adjustments with you