

Job Description

Housing Officer (Estates)

Reference: 3536

Date: March 2026

Job Family:	Community Services / Tenant Management & Support
Level:	2
Band:	6
Career Track:	Technical, Professional and Supervisory

Job Purpose

The postholder is responsible for delivering and developing a high-quality, responsive housing management service that focuses on positive customer outcomes, satisfaction and the needs of the local community. They will manage a designated neighbourhood area and Gypsy, Roma and Traveller (GRT) sites on a day-to-day basis, maintaining a strong on-site presence to ensure excellent service delivery, effective estate management and customer engagement. The role ensures the consistent provision of a customer-focused, compliant and outcome-driven housing service that supports both Council and company objectives while contributing to safe, well-managed and sustainable communities.

Service Purpose

Overall, the Housing Service Delivers the Council's place shaping role in promoting an appropriate, good quality housing offer across the County. This involves managing and maintaining the dedicated housing stock of circa 8,000 properties for Council tenants and leaseholders as well as securing the provision of decent homes for all residents and to create healthy sustainable communities across the County. In doing all this, also supporting those with a range of specific needs including the elderly, young and homeless people.

Duties and Responsibilities

Service Delivery & Operational Tasks

- Deliver day-to-day housing management across neighbourhoods and GRT sites, maintaining a regular on-site presence
- Conduct planned tenancy and licence-holder visits to support tenancy/living-arrangement sustainability; provide clear, sensitive advice to tenants on tenancy matters and support needs; and respond to tenancy-related enquiries and complaints, ensuring issues are resolved promptly at first point of contact.

- Carry out neighbourhood, estate and block inspections, addressing issues promptly to maintain safe and attractive environments
- Manage allocations, including property matching, viewings, and timely tenancy/garage sign-ups to maximise rental income and reduce rent loss.
- Participate in safeguarding processes as required, including raising concerns and attending case meetings in line with safeguarding procedures.

Stakeholder Engagement & Communication

- Attend and support resident engagement activities, including meetings outside normal working hours, encouraging customer involvement in shaping services.
- Work collaboratively with internal teams and external partners such as Police, Councillors, safeguarding services and community organisations, representing the service at relevant meetings.

Compliance, Governance & Risk

- Ensure compliance with tenancy conditions and estate management policies, taking appropriate action on breaches and low-level anti-social behaviour.
- Undertake technical inspections, identifying repairs, property issues and health and safety concerns, ensuring actions are taken in line with policy.

Resource Management & record keeping

- Monitor performance of local service providers (e.g., highways, lighting, maintenance) and escalate failures to ensure timely resolution.
- Use housing management systems to maintain accurate records of customer interactions, inspections, tenancy activity and property issues to support effective performance monitoring.

Strategic Input & Service Improvement

- Promote high standards of customer service and contribute to continuous improvement by identifying issues and suggesting service enhancements.

Equality, Diversity & Inclusion

- Deliver services in a fair, inclusive and respectful manner, ensuring all customers are treated equitably and sensitively.

Person Specification

Professional and Technical Requirements

Qualifications

- Good standard of education to NVQ Level 3 or equivalent.

Knowledge, Skills and Experience

- Understanding of the diverse functions of a large, complex public organisation.
- Awareness of procedural, practical and current issues relating to the service area.
- Understands the relationship between costs, quality and performance, and monitors progress accordingly.
- Commitment to ongoing continuous, professional and personal development.
- Thorough knowledge and experience within a relevant service context.
- Competence in using Microsoft Office, Oracle applications, and other relevant IT systems.
- Strong IT skills with the ability to use ICT to support work objectives.
- Numerate, with the ability to analyse complex business-related statistics.
- Ability to work methodically and systematically.
- Able to work under pressure and maintain focus during extended periods of concentration.
- Valid driving licence and access to a vehicle, with the ability to work in environments that may include unpleasant conditions.

Core Competency Requirements

- **Communication:** Tailors communication to audience and context. Uses listening and questioning techniques to clarify complex issues and support team understanding.
- **Collaboration:** Coordinates with colleagues and partners to deliver shared goals and improve service outcomes.
- **Service Delivery:** Identifies and resolves service issues, improves processes, and ensures policy alignment. Promotes efficiency and avoids waste through practical improvements.
- **Decision-Making:** Uses evidence and judgement to resolve issues and improve delivery.
- **Digital & Data Literacy:** Interprets data to improve services. Applies knowledge of digital risks and ethical data use. Uses basic analytical techniques to support decision making.
- **Adaptability:** Adjusts approach responsively to evolving needs and priorities. Identifies opportunities for continuous improvement and supports others through change.
- **Problem-Solving:** Analyses problems and applies knowledge to develop practical solutions and suggest improvements.
- **Community & Customer Focus:** Engages with service users and customers to improve delivery, ensure accessibility, and reflect diverse needs.
- **Leadership:** Supervises day-to-day activity and supports team development. Coordinates tasks and resources to meet the needs of the service.

Strengths

- **Organiser** - You make plans and are well prepared. You seek to maximise time and productivity.
- **Precise** - You concentrate on detail and make sure everything is accurate and error free.

- **Disciplined** - You follow processes, operating well within set standards, rules and guidelines.
- **Preventer** - You think ahead to anticipate, identify and address risks or problems before they happen.
- **Responsible** - You take ownership for your decisions. You hold yourself accountable for what you have promised.

Desirable

- A relevant housing qualification or equivalent.