

Job Title	Housing Officer (Desk)	Location	Office in Area/Region	Job Family	Housing & Neighbourhoods	Grade	C3
Reports to	Regional Head of Customer Service (Pilot only)	Designation	Hybrid				
<p>Overall Purpose: To deliver the Housing Service, in the Guinness Great Service style, for General Needs, Shared owner and Leasehold residents across defined regional patches, achieving positive outcomes for Guinness and our residents. The role supports and coordinates an accessible, visible, and proactive Housing Management service.</p>							
Responsibilities & Outcomes		Skills / Experience		General Role Expectations			
<ul style="list-style-type: none"> Provide Comprehensive case ownership by taking full responsibility for housing management cases from initial enquiry through resolution, ensuring actions are timely, auditable, and compliant with the RSH Consumer Standards. Work closely with Specialist internal teams to resolve complex issues impacting tenancy sustainment, property condition, and resident satisfaction. Leading on case conferences and recording action plans. Coordinate actions for temporary emergency moves, managing the end-to-end move process and keeping residents informed of progress. Provide first point of contact resolution for housing management enquiries received via multiple channels (phone, email, letter, DM) for rental tenants, homeowners, and shared owners in the Guinness Great Service style. Schedule and plan regular estate inspections and take necessary action to achieve quality, compliance, and safety standards, including Fire Risk Assessments (FRAs). Manage workload effectively of the region, scheduling appointments booked by residents directly and organising tenancy visits proactively or in response to referrals. Take a leading role in collating and reviewing resident data and adapting services to their needs. Support resident engagement opportunities in line with the Guinness 'Together' strategy Support the protection and safety of applicants and residents by identifying safeguarding concerns and following the safeguarding procedures, making appropriate referrals. Provide cover for field-based housing officers, when required & accompany field based colleagues on visits as needed. <p>Key Outcomes:</p> <ul style="list-style-type: none"> Delivery of performance and actions in line with agreed KPIs. Teams work collaboratively to deliver great service in relation to Housing, tenancy, estate, ASB, lettings and income issues in line with agreed service standards. There is a clear and recognised emphasis on delivery of the Guinness service standard with effective first point of contact solutions for all stakeholders. Accurate and detailed records on Guinness systems are maintained. Safeguarding concerns, suspicions or allegations of abuse are recorded and sent to the appropriate specialist team. 		<p>Essential:</p> <ul style="list-style-type: none"> Experience of housing management within a registered provider of social housing Excellent customer service delivery, demonstrating good communication and interpersonal skills. Highly self-motivated with the ability to plan and work effectively without high levels of supervision. Strong resource and time management, and the ability to prioritise, delivering value for money. Experience of working in a climate of legislative and organisational change. Proven problem-solving and decision-making skills. Resilient and able to deal with challenging situations and deliver sustainable outcomes. Comfortable analysing data and drawing conclusions. Ability to work with IT systems on the go. Strong administrative skills, with high attention to detail Demonstrates the Guinness Behaviours. <p>Desirable:</p> <ul style="list-style-type: none"> Knowledge of regulatory legislation for social housing. 		<p>These are the requirements for roles at Grade C. There may be certain headings against which the requirements of individual roles are higher or lower. Your manager will advise if this is the case.</p> <p>Accountability:</p> <ul style="list-style-type: none"> Operates <i>largely autonomously</i>, within set guidelines with managerial guidance. End <i>results largely defined</i> but <i>interpretive judgement</i> is used to achieve them. Works to <i>clearly defined</i> budgetary parameters and targets. <p>People Skills:</p> <ul style="list-style-type: none"> Typically <i>oversees/co-ordinates</i> the work of others and may be a knowledge leader or lead a <i>small-medium sized team</i>. Required to maintain effective relationships within <i>own area of responsibility</i>. <i>Manages and ensures</i> consistency of the employment experience in own area. <p>Impact & Influence:</p> <ul style="list-style-type: none"> May be required to make a <i>variety of decisions</i>, some complex in nature, with concern for impact on others. Actions <i>may</i> have internal and external impact/influence. <i>Provides guidance</i> and <i>shares knowledge</i> with colleagues relating to own specialism. <p>Thinking Challenge:</p> <ul style="list-style-type: none"> Required to identify, assess and <i>resolve complex issues/problems</i> within own area of responsibility. Sufficient job knowledge to enable the analysis of principles and concepts. <i>Designs and develops</i> a continuous improvement approach within own area. <p>Customer Service:</p> <ul style="list-style-type: none"> <i>Respects and values</i> customers, both internal and external, and demonstrates our commitment to high quality service in all that is done. 			
		Qualifications					
		<p>Essential:</p> <ul style="list-style-type: none"> Educated to Level 2 (C+ or 9-4 GCSE or equivalent) or higher CIH Level 3 or working towards. 					
		Other					
		Driving Licence Required	Yes (exc London)				
		Mobile working required	Yes				
		Evening and weekend working required	Yes				
		Travel to other regional and national locations / meetings	Yes				

You are also required to undertake any other duties within your capabilities as may be reasonably required.