

JOB DESCRIPTION

Job Title:	Housing Officer
Department:	Housing
Responsible to:	Shift Manager
Location:	Based across Nottinghamshire with travel to Mansfield and other sites as required
Hours:	37.5 hours per week
Pay:	£9.88 per hour/£18596.25 per annum

Job Purpose

- To maintain and protect the safety and security of the premises.
- To control access to the premises and provide a security concierge service to residents (aged from 16), building users, staff and other visitors in a professional and friendly manner.
- To undertake administrative, reception, maintenance and cleaning duties
- To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

Principal Responsibilities

1. Maintaining a visible presence in and around the Shakespeare Street hostel and transitional homes
2. Patrolling the entire premises (internally and externally) on a regular basis including checking to ensure the integrity of all our buildings are maintained
3. Patrolling the transitional homes located around the city on a regular basis including checking to ensure the integrity of the buildings are maintained.
4. Providing assistance in the completion of facilities checks and audits
5. Providing a professional, secure and friendly front of house access control service and reception service
6. Assisting with the distribution of outgoing mail from YMCA Robin Hood Group to residents in the hostel and transitional homes
7. Assisting in the implementation of allocations in the hostel and transitional homes. This includes, processing and reviewing of applications or referrals for accommodation, and completing new resident move-ins
8. Being a first point of call when dealing with incidents, including emergencies, e.g. fire, medical, police etc and to manage such emergencies and incidents appropriately including liaising with the police and other agencies to prevent damage to the premises
9. Ensuring all rooms can be accessed by residents and replacement keys/locks be provided where necessary
10. Ensuring that the people in our accommodation understand their tenant obligations and their rights and responsibilities as outlined in the License Agreement
11. Liaising with colleagues concerning breaches of the tenancy agreement and help seek resolutions
12. Completing statutory forms, maintaining statistics and writing reports as required
13. Dealing with anti-social behavior issues, serve notices, issue verbal and written warnings

14. To undertake domestic duties including cleaning stairs, offices, communal areas and toilets
15. Maintaining manual and computerized records and monitoring CCTV screens
16. Reporting breaches of security and damage to the fabric of the building to the appropriate authority/agency and calling "Approved" contractors out to deal with emergency repairs to maintain the security and safety of the building as required.
17. Conducting routine checks on fire and other emergency systems and maintaining written records of all checks in partnership with the Maintenance team
18. Carrying out minor repairs e.g. changing light bulbs on stairs and landings
19. Reporting issues relating to the personal security, welfare and safety of resident members to the appropriate staff
20. Answering telephone calls, transferring callers and taking messages as required.
21. Cash handling
22. Setting up rent payments for new residents and dealing with queries or charges relating to rent payments
23. Collecting and processing charges, rents etc as required.
24. Assisting the Tenancy Sustainment Officers in managing rent arrears cases. This includes checking rent payments against agreed Arrears Payment Schedules and ensuring that all resident records are accurate and up to date
25. Assisting the Tenancy Sustainment Officers in maintaining accurate records of rent payments
26. Providing advice and assistance on basic life skills to residents.

Responsibilities of all YMCA staff, casual workers and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

2 Other Duties

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

3 Discretion to Act

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate manager.

4 Relationships and Confidentiality

To establish, maintain and enhance team-working with colleagues and staff of YMCA Robin Hood Group and to keep confidential all information about individuals and the business of YMCA Robin Hood Group. Any breach of confidentiality will be treated seriously and may lead to dismissal.

5 Association Ethos

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

6 Health and Safety

To adhere to the Association's Health and Safety policies at all times.

Line Management Responsibility:

No direct line management but the post holder will be expected to supervise trainees, volunteers, temporary workers and work experience placements as required.

PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an "A" in the final column as we will be looking for this information when Shortlisting

Job Title: HOUSING OFFICERS

<i>Area</i>	<i>Criteria</i>	<i>How Assessed*</i>
Experience	1.1 Demonstrable experience of security and / or concierge work including in lone working situations	A, I
	1.2 Experience of working in a customer care role	A, I
	1.3 Experience of dealing with difficult situations and handling conflict appropriately	A, I
	1.4 Experience of working in a supported housing / supported living environment and working with 16 – 25 year olds and / or vulnerable adults (desirable)	A, I
	1.5 Experience of handling confidential information in line with Data Protection requirements	A, I
Knowledge	2.1 Understanding of the needs of young people (aged 16 – 25) who may have drug, alcohol and other issues	A, I, T
	2.2 Understanding of safeguarding policies and procedures	
Education/ Training / Qualifications	3.1 Good literacy, numeracy and IT skills	A, T
	3.2 To be trained in or have the ability to deal professionally and effectively with anti-social or disturbing behaviour, or hold equivalent training qualifications.(desirable)	A, D
	3.3 First Aid Qualified (Registered)	A, D
Skills & Abilities	4.1 Ability to work with minimal supervision, use initiative, work alone and work as part of a team	A, I
	4.2 Ability to patrol the building regularly and respond quickly and effectively to emergencies	A, I
	4.3 Ability to deal with conflict, manage aggressive behaviour and diffuse situations effectively	A, I, T
	4.4 Excellent communication skills	A, I
	4.5 Ability to multi-task using effective organisation and planning skills.	I, T

	4.6 Ability to work in a customer and quality focussed manner	I
	4.7 Ability to form and maintain appropriate professional boundaries	I
Other work related requirements	5.1 Ability to support the Christian core values of the Association	A, I
	5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service OR hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service	D
	5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds	A, I, T
	5.4 Physically able to deal quickly and efficiently with emergencies and other issues with chaotic / vulnerable residents	A, I, T
	5.5 Flexible to work hours as and when required to cover the absence of staff etc sometimes at short notice	A, I
	5.6 To be smart and presentable in the YMCA Robin Hood Group uniform provided	I

***When Assessed** – (A) on Application form, (I) At Interview, (T) During Test, (D) From Documentary evidence e.g. references, qualifications (proof of relevant qualifications will be required at interview), driving license etc

YMCA Robin Hood Group is committed to promoting diversity and practicing equality of opportunity

YMCA Robin Hood Group is committed to the protection of children and vulnerable adults