

Job Description	
ROLE TITLE	Housing Team Coordinator
DEPARTMENT	Housing Team
RESPONSIBLE TO	Housing Services Manger
<p>PURPOSE OF THE ROLE</p> <ul style="list-style-type: none"> • To coordinate the activities of the Housing team • To work in partnership with PRHA's Property Services department to ensure robust joint working. • To ensure that PRHA Housing Management performance standards are achieved are monitored. • To maximise income receivable from rents and charges including coordinating and delivering Housing Management Surgeries. • To liaise effectively with support staff in order that individual service users are able to maintain tenancies. • To deal with breaches of tenancy/license, including rent and service charge arrears as instructed by the Housing Services Manager and in close liaison with Support Management departments. • To be responsible for the administration of PRHA's rent system. 	
<p>Overview</p> <p>The Housing Team coordinator is key in coordinating all activities of the housing team whilst holding a case load. Joint working and communication is key to this role and on a daily basis you will be working with all departments within the association in order to achieve the highest standards of services for our residents.</p>	
<p>Lettings & Void Management</p> <ol style="list-style-type: none"> 1. To oversee lettings for the department, including ensuring all procedures are followed and efficient and high quality services are delivered. 2. To monitor completion of void turnaround action plan to ensure all properties are let within agreed timescale and all departments are kept informed of progress. 3. To accompany Property Services to void inspections, meetings with onsite staff to facilitate smooth and efficient void completions. 4. Liaise with relevant authorities on nominations received and provide input and advice in relation to tenant's ability to maintain a tenancy and in line with agreed protocols. 	

5. Liaise with the external bodies to ensure Nominations are received within agreements and timescales. To ensure support staff is informed of nominations so to arrange support interviews.
5. Sign Up Interviews: To conduct tenancy/license sign up interviews including conducting a full explanation of the tenancy/license agreement and where to pay rent and service charges.
6. To alert Project Managers and staff to any imminent vacancies due to breaches of tenancy.
7. To complete and process housing benefit forms and other forms such as SP digital and Core.

Tenancy Management

8. To conduct tenancy reviews in conjunction with support staff and other relevant agencies involved with the service users.
9. To issue letters for breach of tenancy, notices and instigate court action and evictions as per the arrears policy and procedure and to keep support staff informed on all such occasions.
9. To advise support staff, maintenance and property services staff and other agencies involved of the end of tenancies immediately they arise.
10. Deal promptly with all complaints about housing management services as outlined in PRHA's Complaints Procedure.
11. To coordinate rent surgeries and deliver surgeries on site.

Rent Collection & Key Financial Tasks

12. To weekly monitor rent arrears, ensure all departments receive information for their schemes and departments and oversee high level cases.
13. To report to the Housing Services Manager weekly on all high level arrears cases.
14. Ensure all residents who hold arrears have in place a debt management plan.
15. To work with the Housing team to deliver innovative ways to deliver financial advice sessions.
16. Prevent rent arrears taking place and recommend action to the Housing Services Manager and in line with PRHA's Arrears Policy and procedure.

17. To conduct tenancy management interviews with service users who are in arrears or at risk of going into arrears. The interviews include agreeing ways of paying off arrears through repayment agreements, direct debits, attachment of earnings etc.
18. Maintain financial records to an agreed standard and carry out financial tasks and duties as delegated by the Housing Services Manager.
19. Maintain computer rent accounting systems ensuring that inputting is timely and accurate. To produce rent reconciliation reports in line with PRHA's procedure.
20. Monitor expenditure on services and assist with budget and service charge setting process.
21. To complete quarterly/annual performance reports as required and in line with PRHA's Performance Indicators.
22. To process write offs in line with PRHA's Policy and Procedure.
23. Comply with PRHA's financial procedures at all times.

Liaison

24. Liaise with support staff on a regular basis in line with agreed protocols to discuss individual tenants and overall performance in relation to voids, arrears.
25. To coordinate service user meetings across PRHA's EHM and General needs properties to facilitate involvement and participation in PRHA's Housing Management Service.

Housing and Welfare Benefits

23. Give advice and assistance to other staff and tenants, to ensure maximum entitlement to benefits is obtained.
24. To support initial claims on behalf of service users for Housing Benefit.
25. Ensure timely Housing Benefit claims are submitted and payments made, making a claim for interim payments, appeals etc as necessary.
26. Deal with Housing Benefit problems and give a Housing Benefit assessment as requested.
27. Monitor overdue Housing Benefit claims on individual cases in order to speed up payments.
28. Attend liaison meetings with the Local Authority Housing Benefit Department as directed by the HSM.

29. Keep abreast of changes in legislation and make available information on Welfare Benefits and relevant voluntary and statutory agencies to staff and tenants.

Team Work & Supervision

30. Maintain a close working relationship with team colleagues working together to deliver high quality service to service users.
31. To coordinate regular team meetings to ensure good communication and liaison with staff.
32. To coordinate the team activities and monitor achievements including estate inspections, resident meetings and support scheme housing management surgeries.
33. To work in partnership with the Housing Services Manger to ensure the Housing Team are achieving targets
34. Prepare for and attend supervision and appraisal sessions with the Housing Services Manager, taking direction as appropriate and contributing to the development of both you and the housing management service.
35. In consultation with the line manager, take responsibility for own learning and attend training and seminars as necessary.

Other Duties

34. To undertake all duties with due regard to Health and Safety legislation.
35. To undertake all duties with due regard to the Association's equal opportunities & diversity policies.
36. To act in accordance with PRHA's policies, procedures and Code of Conduct at all times.

The post holder will be expected to carry out other duties consistent with the responsibilities of the post and may be reasonably requested from time to time, and demonstrate flexibility in all areas of his/her work. S/he will also be expected to carry out some evening duties, including attending evening meetings with service users who are unable to meet during normal office hours. Any other duties that may be assigned to the post holder.

PERSON SPECIFICATION

EDUCATION

1. Educated to 'O' Level/ GCSE standard (or its equivalent), in English and Mathematics as a minimum.

EXPERIENCE

2. Minimum of 2 years' experience of property and arrears management in one or more of the following settings, housing associations, local authority, or voluntary housing project.
3. Experience of managing complex and difficult situations in relation to vulnerable service users.

Knowledge and Skills

4. To be able to demonstrate a thorough understanding of the principles underlying a quality housing management service, including tenancy management and Housing Law.
5. To be competent in housing management practice including voids and arrears management.
6. To be able to demonstrate a working knowledge of welfare benefits applicable to single homeless people.
7. To be able to demonstrate knowledge of supported housing and tenants' rights and responsibilities.

Skills and Abilities

8. Ability to motivate, manage and support a team of Housing Officers.
9. Proven ability to effectively manage/oversee current and former tenant arrears and to meet targets set.
10. Negotiating skills in order to resolve disputes with external agencies neighbours etc.
11. Numeracy and IT literacy skills with the ability to use rent accounting software (currently Omni ledger), Microsoft Word processing, spreadsheets and e mail packages.

12. Good organizational and administrative skills and the ability to maintain clear accurate and full records.
13. Ability to monitor and work to deadlines and targets and to be able to prioritise workload.
14. Ability to manage time within a diverse workload and the ability to achieve targets and complete projects.

Attitude

15. A commitment to housing/homeless issues and working with the disadvantaged.
16. Willingness to develop and maintain positive working relationships.
17. Understanding of equal opportunities and the promotion of diversity in a working environment and in delivering a service.
18. Ability to work flexibly and be able to adapt to change and meet challenges.
19. A commitment to health & safety at work.
20. Empathy with Providence Row's values.