Typical purpose and objectives of the post

To be responsible to the Principal Housing Officer or Housing Manager for the management and maintenance of a number of properties of mixed tenure within a geographical area, in accordance with the organisation's policies and procedures and contributing to the overall successful performance of the Housing Management Team.

Typical responsibilities of a Neighbourhood Officer

- To minimise rent arrears
- To deal with breaches of tenancy/leasehold agreements, including rent and service charge arrears, nuisance, harassment and misuse of property
- To deal with reports of abandoned tenancies, squatters and unauthorised occupiers
- Prepare cases for Court action and represent the Organisation at Court and at evictions
- To deal with rent setting and payments, succession and mutual exchanges
- To carry out regular estate inspections
- To keep the Organisation's properties, estates and facilities in a good state of repair and maintenance, ensuring any works are appropriate and cost effective
- Identify planned maintenance works and undertake day-to-day liaison with contractors, consultants, residents and surveyors
- To carry out pre-void inspections, arrange re-letting works, obtain nominations, assess applications and complete new tenancy documentation
- To ensure prompt and appropriate responses to resident enquiries
- To encourage and support tenants'/residents' groups and attend meetings as required
- To refer tenants to appropriate sources of benefits and welfare advice

The person doing the job

Jenny is a Housing Officer with Midsummer housing association in the South East of England. Her background is in residential care and she moved into housing as an Assistant Housing Officer and progressed to being a Housing Officer. She is currently undertaking an HNC in housing. Jenny's day starts at 9.00 am and can include anything from the day-to-day management of rental stock, dealing with new enquiries, new signings, environmental inspections and general customer services. She finishes her day at approximately 5.30 pm. Jenny says:

"Within my job, I try to do the best for my customers. Many residents of social housing do need a lot of support. We deal in particular with neighbourhood nuisance, trying to resolve disputes as quickly and effectively as possible. I like the fact that my job is not office-based and I spend a lot of my time out and about. It's an independent job where I can manage my own priorities".
Job Profile - Housing Officer

The qualifications for the job

Usually, a Housing Officer position would be filled by somebody who is either part or fully CIH-qualified. This would mean completing the academic requirements of the CIH professional qualification and undertaking APEX, the CIH programme that tests a candidate’s practical skills and experience. Some Housing Officers are employed without being professionally qualified, although they would often be expected to complete the qualification whilst working.

Typical experience and skills required for the job

- Knowledge of basic building construction and common repair problems
- Understanding of current housing issues
- Understanding of basic welfare benefits
- Understanding of Landlord and Tenant obligations
- Understanding of the issues surrounding tenant participation
- Experience of dealing with the public
- At least one/two year's experience of housing management (dependent upon organisation)
- Good problem solving skills
- Good communication skills
- Ability to work flexibly on own initiative and as part of a team
- IT skills

If you're interested in becoming a Housing Officer

Education

- Benefits
- Housing Management and Maintenance
- Housing Aid and Advice

Or study for the CIH Professional Qualification.

For more information about the options available please visit the education section of our website.

Voluntary work

You could gain valuable experience of the housing sector through voluntary work. Visit these websites for further information:

- National Council for Voluntary Organisations
- National Centre for Volunteering
- Forum 3