



Senior Housing Officer

About us

Populo Living is Newham's housing company. We are wholly owned by Newham Council and exist to tackle the shortage of homes in the Borough and to deliver half as genuinely affordable homes.

Our promise is to Make Newham Home for everyone, whatever their background. We build high-quality, energy-efficient and sustainable homes which people are proud to call their own, creating new communities and improving existing ones. We are now also a registered social housing provider, offering resident's on Newham's housing waiting list brand new homes at affordable rents. With the support of our shareholder Newham Council, we are committed to making local people's lives better now and in the long-term.

Our team value our connections to Newham, and it is important to us to reflect and understand our borough and its diverse communities. We are keen to recruit local people and those who share our values around diversity and inclusion. We welcome applications from individuals from any community who can bring complementary skills and the right attitude to our ambitious team.

Role purpose

Responsible for taking hand over of schemes from the inhouse development team, the onboarding of new applicants from London Borough of Newham (LBN), and the day-to-day management..

To be the key point of contact between the LBN nominations team.

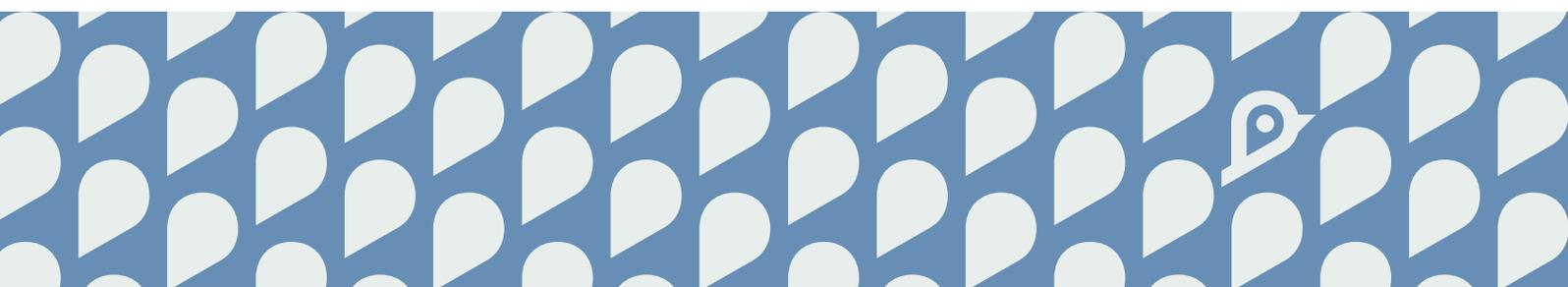
Key responsibilities

To act as primary officer for every tenant, undertaking daily contact with tenants and their representatives concerning any aspect of Housing management and conditions of tenancy, including property inspections, tenant visits, advice on maximising income, conversion of introductory tenancies to secure tenancies, attendance at evictions, minimising arrears levels.

Liaising with LBN to deal with nominations from their housing team, taking the applicant through the full applicant process into tenancy management.

Ensure that by investigation, negotiation and enforcement that tenants comply with their conditions of tenancy, particularly with regard to nuisance and anti-social behaviour. Assist in the collection of witness statements and evidence for cases referred to the Tenancy Enforcement Officer.

To protect the revenue and expenditure stream whilst taking appropriate actions aimed at ensuring tenancy sustainment.





Ensure all computerised and manual recording systems are updated and maintained on an accurate and timely basis, and that all service requests are responded to within the prescribed timescales.

Help to establish a resident involvement strategy.

Taking hand over of new schemes from development department and dealing with snagging and defects

Liaising with other members of the customer services team to resolve wider issues around maintenance and accounts.

To provide as required written reports in relation to issues and events related to the patch.

To undertake any other duties commensurate with the position as designated by the line manager.

Role competencies

Part one - Knowledge and experience

Experience in London Affordable Housing Management

CIH level 3 – desired

Dealing with Customers in one to one situations

Responding to customer enquiries by telephone, email, and face to face

Takes personal responsibility for delivering an excellent service to meet the needs of internal and external customers

Committed to working with team and partners to achieve common goals and ensure performance at highest level.

Takes responsibility for own actions, set high standards for personal performance and shows determination to meet goals

Basic knowledge of Housing law

Awareness of Current Housing issues

Good literacy and numeracy levels





Part two -Skills and abilities

IT Literate/good keyboard skills

Good written and verbal communication

Ability to prioritise work load

Ability to interpret /implement policy, procedure and legislation

Performance Minded

Willingness to undertake relevant Training

Part three - Personal Style and behaviour

A person who gets things done!

Trustworthy and credible; an excellent role model for the partnership.

Highly motivated with strong work standards & ethics

Confident personality with strong interpersonal skills to liaise with numerous stakeholders and resolve situations effectively, tactfully and with minimal conflict while maintaining positive relationships.

Ability to make sound judgement in challenging situations.

A team player who can understand and contribute to wider project objectives





Person Specification

- Excellent interpersonal skills, with the ability to demonstrate tact and diplomacy
- Ability to apply a logical and practical approach to problem-solving
- Strong organisation and prioritisation skills, managing a varied workload
- Experience of managing a team within a busy, demanding, and pressurised environment

To apply

If you are interested in being considered for this role please send a copy of your CV to hello@populoliving.co.uk by 6pm on 18 June 2021.

