



**HOUSING
OFFICER**

CANDIDATE INFORMATION PACK

Candidate Information Pack

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Dear Applicant

Thank you for your interest in our **Housing Officer** vacancy

The recruitment pack includes some important information to assist you so that you can submit your CV to recruitment@nehemiah.co.uk as required for consideration.

The selection process will consist of a panel interview and a series of scenarios to assess your housing management experience.

Nehemiah UCHA looks forward to receiving your CV and welcoming you to and what we trust will be the beginning of a wonderful opportunity.

Yours sincerely

Janet Dubidat

Janet Dubidat
Head of Governance & Company Secretary

Mission, Vision, Values Statement and Business Objectives

<p>VISION</p> <p>Our vision is to be the leading independent BAME housing provider in the UK delivering a range of services which are unsurpassed in the community</p>	<p>Values</p> <ul style="list-style-type: none">• PASSIONATE - we are passionate about empowering people to build communities alongside homes• DIVERSITY - we believe diversity is a strength in every aspect of our work and the communities around us• INTEGRITY - we act with integrity in all that we do even when that is not the easy option• SUSTAINABLE - we believe our actions and their impact must always be sustainable
<p>MISSION</p> <p>Our mission is to build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers.</p>	<p>Business Objectives</p> <ol style="list-style-type: none">1. To be effective and grow2. Deliver excellent services3. Be open, transparent and accountable in governance and risk management4. Deliver Social investment through monitoring our environmental, economic and social impact5. People Development & Well-Being

Nehemiah UCHA is a progressive housing association formed by the merger of Nehemiah Housing Association and United Churches Housing Association in 2007. The organisation has a portfolio of 1235 properties in ownership serving the multicultural African Caribbean, Asian and European communities within the West Midlands. The Association provides homes for single people, families, couples and older people in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton.

As a Social Housing Provider , we pride ourselves on being accountable and accessible to the communities we serve. As a Support Provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness.

We have responded to the needs of our tenants, by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah UCHA is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

How we are structured

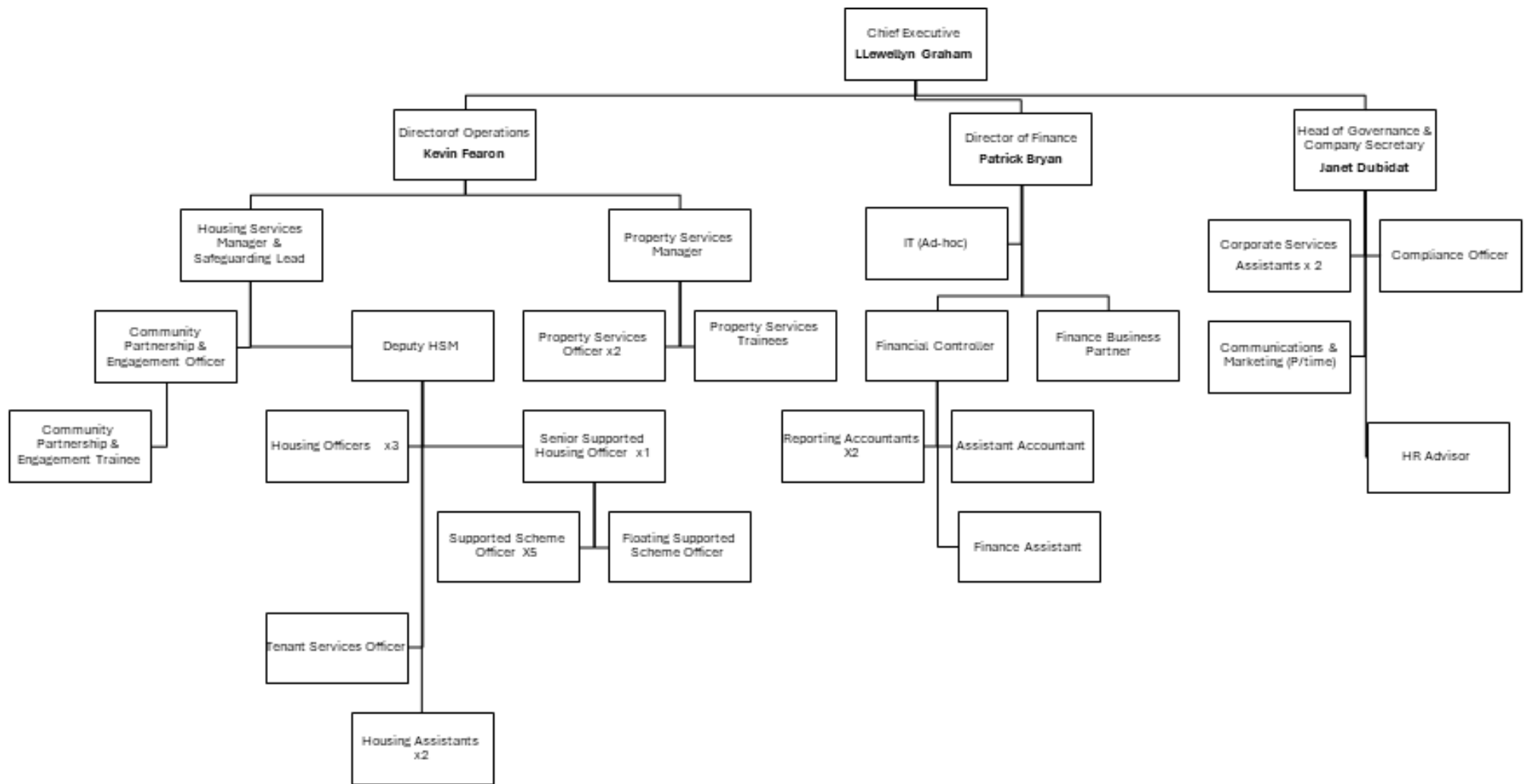
The Association is governed by a board of paid members who delegate responsibility for day-to-day work to be undertaken by committees and staff. Presently there are four committees: Audit and Risk, Operations and Remunerations and nominations and Executive committee .

The organisation chart attached details the current staffing levels.

The Operations Team

The work with the Operations Team is to provide a comprehensive customer focused service to the highest possible standard, including lettings, arrears, ASB management, deal with customer complaints, report any safeguarding issues to appropriate external services, responsive and repairs, voids, and ensuring that the Association's properties are maintained to the highest possible standard, in line with customers' expectations.

For further information please contact Janet Dubidat on 0121 358 8024, see our website at www.nehemiah.co.uk or email: recruitment@nehemiah.co.uk;



Section 2 – The Vacancy

Housing Officer – 1 Vacancy **Salary: £32,490.49 to 33,529.73 per annum** **Plus, Essential Car User Allowance**

Nehemiah is a BAME (Black Asian Minority Ethnic) Housing Association providing affordable housing for a mixed clientele in six local authority areas of the West Midlands

We are seeking 1 Housing Officer who is:

- Able to deliver on income management ensuring that income of the business is maximised
- Able to deliver on key performance targets
- Able to manage a patch of approximately 400 properties
- Innovative and ability to work on own initiative
- An excellent communicator
- Proactive in their approach to problem solving
- Committed to equal opportunities
- Flexible to work unsociable hours
- Minimal tenant dispute/ tenancy breach handling
- Knowledge of income management or debt management
- Experienced in Housing Management – desirable
- Full current driving licence and access to a car for work

Previous applicants need not apply

Application Closing Date: Friday 15th November 2024

1st Interview stage (In-person): Tuesday 26th November 2024 10:00 AM-12:00 PM

2nd Interview stage(Online): Tuesday 10th December 2024

Please submit your CV for consideration to recruitment@nehemiah.co.uk

Further details please contact: Website: www.nehemiah.co.uk or emails: recruitment@nehemiah.co.uk or contact on Janet Dubidat on 0121 358 8024 or Rita Samuels on 0121 358 0966

Section 3 – Job Description and Person Specification

Post Title	Housing Officer
Grade/Salary	Salary: £32,490.49 to 33,529.73 per annum
Hours	The standard full time working week for employees is 35 hours per week, working Monday to Thursday 9am to 5pm and Fridays 9am to 4:30pm. The Role requires mobile working and some unsociable hours.
Head Office Location	1-3 Beacon Court Birmingham Road, Great Barr Birmingham, West Midlands, B43 6NN. In this role, there will be a need to travel to attend meetings, tenant visits and events for the proper performance of your duties.
Reporting Lines	This post reports to the Deputy Housing Services Manager
DBS Check level	Basic

Our Story

In the 1980s growing housing needs, urban deprivation and an aging African-Caribbean population posed problems, exacerbated by riots in Handsworth in 1981 and 1985. The African-Caribbean community through a variety of churches responded with the creation of the Nehemiah and United Churches Housing Association (UCHA) in 1989. Nehemiah took its name from the biblical rebuilders of Jerusalem. Throughout the 1990s Nehemiah began to develop sheltered schemes for black elders and family housing and accommodation for singles. Nehemiah expanded into Wolverhampton and eventually into the wider West Midlands.

Our Mission

To build successful, sustainable and diverse communities by providing housing and well-being services in a culturally sensitive way to our current and our future customers. Nehemiah has a portfolio of 1,235 properties serving the multicultural African Caribbean, Asian, Irish and European communities within the West Midlands.

The Association provides homes for single people, families, couples and older persons in Birmingham, Coventry, Dudley, Sandwell, Walsall and Wolverhampton. As a landlord, we pride ourselves on being accountable and accessible to the communities we serve. As a support and wellbeing provider, we assist people to obtain and maintain tenancies, and make a major contribution in the prevention of homelessness. We have responded to the needs of our customers by providing large homes for those with extended families, specially designed homes for people with disabilities or specific religious/cultural needs, and energy efficient homes to minimise the impact of fuel poverty.

Nehemiah is committed to serving the community and aims to build it into a thriving social unit in which people of all ethnic backgrounds feel at home and valued. The provision of good, affordable housing is the platform from which the Association has committed itself to the community at large, conveying the idea of value and a sense of caring.

The Role

The role is a member of the Operations Department (specifically the Housing Service team)

Key Responsibilities:**Stakeholder Relationships**

You will establish and maintain excellent relationships with external partners and stakeholders by attending and representing Nehemiah at Forums and meetings.

Estate Management

You will ensure that high standards of estate management are achieved within a VFM framework. You will work with customers to identify areas where improvements can be made to their communities.

Income Management

You will ensure the income of the business is maximised, by working closely with Housing Officers and scheme managers to chase customers for late rent and service charge payments, static debts, negotiating repayment plans and where appropriate referring customers for money advice support.

Customer Engagement

You will ensure the views of customers are captured and listened to, using the information to continuously improve services. You will attend customer engagement opportunities as required.

Safeguarding

In line with our Safeguarding Policy and Procedure you will monitor and report any safeguarding concerns

Performance Information

You will submit statistical information as required.

Property Management

You will liaise as appropriate with Property Services staff over, voids, repairs and maintenance issues, to ensure appropriate solutions are delivered.

Record Keeping

You will update and maintain all manual and computerised records in an accurate and timely manner.

Health & Safety

The post holder must comply with employer's health and safety policy and in particular is required:

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required

- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Duties in the absence of the Tenancy Services Officer :

Tenancy Management

You will ensure tenancy responsibilities are complied with and that appropriate action in relation to breaches of tenancy conditions are taken. You will identify areas of concern and ensure that support is accessed through appropriate agencies and support services to enable customers to sustain tenancies successfully wherever possible.

Anti-Social Behaviour

You will provide an excellent service to customers who experience anti-social behaviour, using housing legislation and working with external partners to resolve issues quickly.

You will also:

1. Assist the Deputy Housing Services Manager by attending various forum groups in your area of work
2. You will deliver the efficient letting of empty properties in conjunction with the property services team.
3. To help plan and contribute to any customer satisfaction survey outcomes across the department in conjunction with Officers and Managers in the department
4. Assist in developing and implementing an annual delivery plan as directed by the Operations Director.

General Description of Duties

5. Proactively work with and influence external agencies in promoting the business of Nehemiah
6. To provide customer focused housing services.
7. To assist in the delivery of the customer engagement framework in conjunction with the customer engagement officer under the direction of the Deputy Housing Services Manager.
8. You will be responsible for: delivering performance targets; and maintain awareness of current issues in housing, health, social care services for the needs of vulnerable people in order to share specialist knowledge and assist in business planning.
9. As a Housing Officer you will be out in Nehemiah neighbourhoods, building successful diverse communities by providing housing and culturally sensitive services to our current and future customers.
10. You will be responsible for delivering great customer relationships - helping our customers make the most of their tenancies.
11. You will be the key contact for customers to help them resolve issues and handle queries. You will build and maintain customer relationships, from the point you welcome new customers to when they leave.
12. You will build relationships with key partners and services in the community to give access to routes into work, education and training and help create and maintain great neighbourhoods.
13. You will contribute to our performance targets by chasing customers for late rent, letting our homes quickly, and the effective management of the homes and customers you have.

Any Other Duties

1. You will represent Nehemiah externally in an appropriate and professional manner.
2. You will promote equal opportunities and diversity in the workplace, in the provision of housing services and in the wider community.
3. You will take responsibility for personal development.
4. The job is likely to change over time and the post holder may be asked to carry out other duties to maintain the efficiency of the Operations Department Service. The Association reserves the right to amend this job description, as the needs of the job change following discussion with you.

	Person Specification
Qualification(s)	<ol style="list-style-type: none"> 1. Completed a broad education including GCSE's or equivalent and possession of at least a relevant NVQ level 3 or equivalent qualification 2. Ideally a member of the Chartered Institute of Housing/Chartered Institute of Builders/Institute of Chartered Surveyors 3. Full current driving licence and access to a car for work
Experience and Knowledge	<ol style="list-style-type: none"> 1. Comprehensive knowledge of the Housing/Support/Building Sector (desirable) 2. Knowledge of income management or debt management 3. Experience of achieving targets and results 4. Knowledge and understanding of legislation frameworks including court processes and protocols. 5. Computer literate 6. Experience of interviewing and negotiating with customers 7. Knowledge of welfare and Housing Benefits 8. Numerate and able to understand performance data.
Skills/Abilities	<ol style="list-style-type: none"> 1. Demonstrates ability to build relationships at all levels across a wide range of partners 2. Demonstrates ability to respond positively to change, and manage implementation 3. Demonstrates ability to manage, supervise, organise workload
Continuing Professional Development	<ol style="list-style-type: none"> 4. Demonstrates a willingness to embrace the use of IT to improve procedures, processes and core systems and own skills 5. Demonstrates a willingness to develop skills and knowledge in Housing to enhance performance in the role 6. Engages with Performance Management processes such as annual review
Equal Opportunities	<ol style="list-style-type: none"> 7. Understanding of the requirements of Equality and Diversity both as an employee but also in dealing with clients of the association.
How we do things These are our core values and behaviours	What we expect from you
Passionate	<ul style="list-style-type: none"> • Listens to what customers say, delivering practical solutions to problems and issues. • See mistakes as opportunities to learn to improve procedures and services. • Proactively seeks customer feedback. • Strives to continuously improve the quality of the service provided. • Demonstrates ambition in the day-to-day operation of the service • Shows determination to achieve targets and objectives.

	<ul style="list-style-type: none"> • Understands performance against targets and takes action to improve where required. • Is proactive
Integrity	<ul style="list-style-type: none"> • Understands the importance of policies and procedures • Demonstrates personal knowledge and competence but is not afraid to ask when does not have an answer. • Self-aware – understands the impact of own actions and behaviours on others. • Demonstrates organisational skills by prioritising and planning • Uses financial and other resources well, considers efficiency, effectiveness and value for money in decision making • Responds positively in all circumstances • Is proactive • Keeps colleagues/customers updated and informed. • Respects others' time and commitments. • Is dependable, trustworthy and accountable in what they do and say • Is open, honest and transparent • Is non-judgemental, fair and unbiased • Respects and values cultural diversity • Exercises professional judgement appropriately
Diversity	<ul style="list-style-type: none"> • Builds and develops effective working partnerships with stakeholders. To be able to communicate effectively face to face and over the telephone with customers and a range of organisations. • Able to adapt style to meet individual needs and situations. • Works as part of the wider Nehemiah team • Is committed to embracing inclusion and diversity
Sustainability	<ul style="list-style-type: none"> • Encouraging tenancy sustainability through listening to our customers • Is environmentally conscious • Considers and suggests new systems that the organisation could adopt to reduce its carbon footprint

Behavioural Competencies

These competencies demonstrate the desired behaviours for success in this role. These competencies will be used to measure performance and set KPIs.

Active Leadership

1. Motivates, inspires and gains support from others through mutual trust without the need to rely on hierarchy and authority.
2. Provides a compelling vision which motivates others to work towards team goals, setting clear objectives and holding people to account for results.
3. Encourages and offers support to others in challenging situations.
4. Enables team to improve their performance and develop capability.

Leading Change

5. Understands the need for change and embraces change in a positive manner.
6. Communicates the vision for change by engaging and facilitating others to work collaboratively to achieve real change.
7. Seeks out opportunities to effect change to improve organisational performance.
8. Develops self and others to respond effectively to change communicating change clearly to all those around them, breaking down problems and establishing facts.

9. Uses sound judgement to make informed decisions which considers financial/resource management and the local/wider economy and markets.
10. Creates evidence based strategies and plans which considers different options, benefits, risks and solutions to make effective decisions even in time critical situations.

Organisational & Strategic Perspective

11. Clearly sees the bigger picture and demonstrates an in-depth knowledge of how their role supports the achievement of organisational objectives and the housing sector.
12. Creates clear strategies which consider the external and political context to maximise the opportunity to add value to the community and support growth.

Winning Commitment

13. Builds positive and trusting relationships with colleagues, partners and customers to get business done.
14. Develops internal and external networks which enable business to be delivered in an efficient and effective way.
15. Encourages collaboration and commitment with various stakeholders to deliver the best housing service.

Analysis and Decision Making

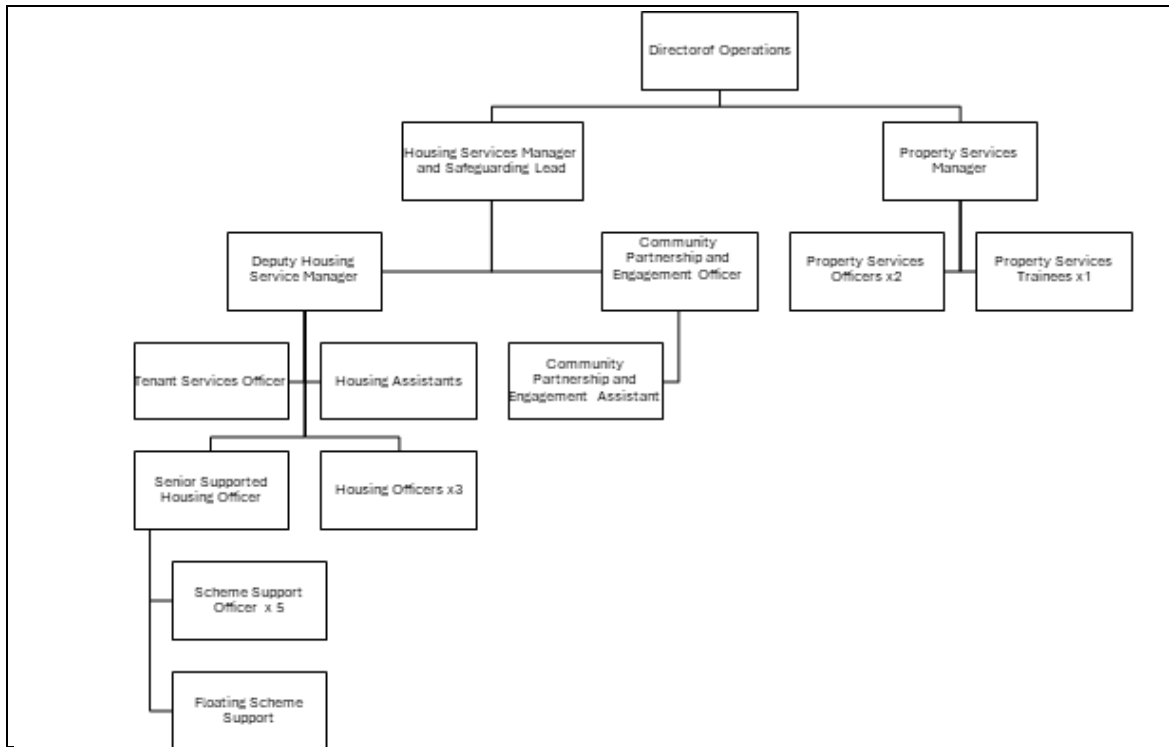
16. Identifies the key issues, breaking down problems and establishing facts.
17. Uses sound judgement to make informed decisions which consider financial/resource management and the local/wider economy and markets.
18. Creates evidence based strategies and plans which consider different options, benefits, risks and solutions to make effective decisions even in time critical situations.

Creativity & Innovation

19. Standing back from the detail, taking a broader perspective and developing new ideas to take the organisation forward.
20. Creates strategies and plans which considers innovative, new approaches which are being trialled in other sectors.

Delivering Results

21. Demonstrates energy and tenacity in the achievement of goals.
 22. Takes initiatives which often involve calculated risks and demonstrates the personal drive to do things better, more effectively, and in a way, that exceeds goals and targets.
 23. Looks at new challenges and not being satisfied with the status quo but not making change for change's sake.
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Purpose of this Job Description:

Nehemiah considers this document as a “snapshot” of the job aimed at providing a clear guide at the time of writing. The nature of the housing market and the diverse nature of Nehemiah’s current and potential activities require flexibility from all employees. This profile cannot therefore ever be an exhaustive list and the post holder may be required to take on additional operational and /or strategic responsibilities commensurate with the post as the business requires.

Section 4 - Summary of Employment Terms and Conditions

Post

Housing Officer

Condition of Offer

All posts are offered subject to receipt of satisfactory references /checks that meet with our approval also compliance with the Asylum and Immigration Act.

Probation

This post is subject to a probationary period of six months, during which time assistance and guidance will be given to help the individual become familiar with and competently empowered in their work. Subject to a satisfactory completion of this period, your position will then be confirmed.

Hours of Work

The standard working week for full time employees is 35 hours.
Part time workers hours vary and these will be agreed on an individual basis.

Office hours are 9.00 am to 5.00 pm Monday to Thursday 9.00 to 4.30 Friday

Salary & Benefits

- **£32,490.49 to 33,529.73 per annum**
- Salary Payment will be made on the 20th of each month directly into bank account
- Pension Scheme – CARE Defined Benefit Scheme
- Essential User Car Allowance & car mileage claims
- Hybrid Working (3 days in the office)
- Simply Health Benefits
- Training & development opportunities

Annual Leave

- 28 days including bank holidays based on statutory provision of 5.6 weeks, holidays are accrued on a monthly basis.
- Approximately 2 day concessionary days

Contract Term

This is permanent position

Maternity & Paternity

These are given in accordance with statutory guidelines

Induction

All new employees will have an induction programme. This Programme will be tailored to an individual's requirement and will include the Associations policies and procedures.

Performance Management

Performance Management at Nehemiah UCHA is based on a competency framework and includes process to review; probation, 1-2-1 supervision and the annual performance management review.

Disability Confident Employer Standard



By acquiring this standard the association will ensure that it:

- interviews all applicants with a disability who meet the minimum job criteria and consider them on their ability
- That the association will also make effort to retain individuals who may become disabled during their employment

Investors in People (IIP)- Gold



This is a national initiative awarded to organisations meeting the requirements of the standard entitling it to call itself an “Investor in People”.

Its main purpose is to ensure that organisations awarded the standard trains and develops all employees in a systematic way to meet both Organisational and individual needs – Nehemiah is an “Investor in People” organisation.

Pension

For the purposes of the Welfare Reform and Pensions Act 1999 Nehemiah has designated the Pensions Trust as its stakeholder pension provider. You will be automatically enrolled into this scheme. Details of the scheme and the rules are available from the Finance Director .

Nehemiah will match employees contributions at the rate of a minimum of 4% and a maximum of 9% per year of your basic annual salary into this scheme.

Section 5- The Selection

The selection process will consist of a panel interview and a series of scenarios to assess your housing management experience.

Induction

Nehemiah views the successful Induction of its new employees as paramount and accordingly will ensure that a comprehensive induction process is implemented for all new employees. This process will include the following:

- Completion of administrative papers
 - Introduction awareness of Nehemiah’s vision, Mission and Values, and how these informs its activities
 - Introduction to fellow colleagues
 - Housekeeping issues such as key policies and procedures
 - Cross functional understanding of how other departments work and contribute to the ‘whole’ Nehemiah ethos
-