

Job Description and Person Specification

Job Title	Garage Management Housing Officer
Job Grade	NCC E
Reports to	Area Housing Manager
Direct Reports	None
Other Resources	Laptop
Role Purpose	<p>To be the lead officer for the garage management service and deliver the garage management plan, taking ownership for maximising income and identifying creative new opportunities to promote and reduce voids. This includes having overall responsibility for managing the citywide garage management process.</p> <p>To support with the provision of comprehensive housing advice and assistance to customers on a diverse range of issues to support the delivery of the Tenancy and Estate Management service in customer contact points across Nottingham city.</p> <p>It's a challenging role but the rewards in terms of fulfilment are high and you'll have the satisfaction of knowing that your contribution really matters as everyone needs somewhere safe, decent and affordable to live.</p>
Key Accountabilities	<ol style="list-style-type: none"> 1. To lead on the delivery of the garage management plan, leading to the reduction of the number of voids, maximise income and identify creative and innovative new opportunities for promotion of empty and lettable garages. 2. To consult with stakeholders and identify alternate use of former garage sites where demolition has taken place. 3. To manage the citywide garage management process including processing applications, management of the waiting list, allocations of garages, registrations of new garages, advising applicants of suitable sites and attending garage site visits. 4. To collate, prepare and present management monitoring information, including key performance data, using software packages. This may involve searching records, accurately maintaining and updating information, and analysing trends in performance. 5. Coordinating the office rotas for Housing Officers. 6. Ensure that operational processes and procedures are adhered to and the housing and estate management services provided to tenants and leaseholders are of an excellent standard and conform to relevant statutory requirements and best practice.



7. To provide support to applicants and tenants on lettings and allocations. This includes, checking, processing, eligibility checks and advising on housing/re-housing and mutual exchange applications and carrying out tenancy references.
8. To support the Tenancy and Estate Management team with issues including councillor enquiries, customer complaints, tenancy fraud, anti-social behaviour, domestic violence, safeguarding, fire and safety issues (such as hoarding), and any vulnerabilities that might affect tenancy sustainability
9. Produce regular reports on garage management statistics to be shared across Tenancy and Estate Management.
10. To act on the customer's behalf and liaise with appropriate services within Nottingham City Council Housing Services (NCCHS) and/or with external partners to effectively resolve customer enquiries.
11. To ensure that keys held for empty properties and garages are managed securely and are signed out and recorded as being returned.
12. To provide cover for the absence of colleagues and peaks in workload as required across the city office sites
13. To arrange appropriate security of empty properties including metal grid systems where required.
14. To help minimise rent arrears by providing support to tenants with their rent queries, benefits and signpost to financial inclusion services.
15. To promote new methods of access to the service such as selfserve and digital inclusion.
16. To process any amendments to respond to and action requests for Tenancy Successions and other alterations in accordance with Policy and legislation, whilst demonstrating empathy, sensitivity and diplomacy.
17. To take, receive and process payments from customers e.g. for key fobs, recharges and Freedom of Information requests.
18. To assist Tenancy Estate Management staff in undertaking inventories at tenancy termination and arrange for storage of any belongings.
19. To assist with Tenancy and Estate Management teams to promote and deliver a five star estate service.
20. Assist with the promotion of tenant involvement at a local level by supporting Tenant and Resident Groups, Block and Street Champions and Community Groups encouraging activity that



	<p>makes a difference in the area, and attendance at citywide engagement events including the annual Tenant Funday.</p> <ol style="list-style-type: none">21. To provide a robust administrative service for the Tenancy and Estate Management team, including dealing with incoming and outgoing mail, handling emails and appointments sent into generic housing inboxes and assisting in the completion and processing of garden assistance applications.22. Check and process invoices & raise purchase orders on behalf of the Tenancy and Estate Management Team.23. To display a positive, flexible and proactive approach to delivering excellent customer care, including dealing sensitively with a diverse customer base.24. To develop professional working relationships with partner organisations and internal colleagues and elected members and stakeholders.25. To contribute to the overall effectiveness of the Tenancy Estate Management team's performance through attendance at training and team meetings as directed. Participate in new initiatives as and when required that will lead to an improvement in performance.26. Other duties that are broadly consistent with job description and level of the post.
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Created May 2019

Signed and agreed by the post holder. _____

Date:


PERSON SPECIFICATION – Garage Management Housing Officer

Requirements	Essential – E /Desirable - D
Experience and knowledge	
1a. Previous experience of working in a housing environment and an ability to learn. 1b. Knowledge and understanding of the legal and statutory framework relating to housing services. 1c. Experience of working within a team and of proactively working towards joint targets. 1d. An understanding of financial regulations and company procedures relating to financial matters, including cash handling. 1e. Experience of identifying, implements and promoting new service initiatives.	D D E D D
Skills & Abilities	
2a. Good communication and interpersonal skills with a proven ability to communicate effectively in both individual and group situations, and the ability to develop and present written or verbal information in a clear and concise manner. 2b. Ability to remain calm and able to make accurate and timely decisions whilst under pressure and to maintain control of challenging situations. 2c. Able to demonstrate skills to improve services and performance for tenants and leaseholders. 2d. A proven ability to represent the service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies. 2e. Ability to identify, implement and promote new services in an innovative way. 2f. Proficient in the use of all Microsoft applications (Word, Excel, PowerPoint) and be able to prepare accurate reports, graphs and spreadsheets and carry out day to day admin duties as required. 2g. Ability to demonstrate self-motivation and work proactively with minimum supervision. 2h. Proven ability to work to a high level of accuracy. 2i. Ability to assist with providing effective and engaging support, advice and training on housing related matters to colleagues.	E E E E E E E E
Qualifications	
3a. NVQ Level 2/3 in Housing Management or willing to work towards a qualification, or a part qualification of the Chartered Institute of Housing.	D
Behaviours	



4a. Demonstrated firm but fair supportive approach to managing, customer services and relationships, whilst maintaining a professional attitude.	E
4b. Must be flexible and be prepared to work outside normal office hours, on occasion, according to the needs of the service and willing to work at other office locations as required.	E
4c. Must demonstrate an awareness and understanding of equality issues and a commitment to the implementation of Nottingham City Council's Equality and Diversity Policy.	E
4d. Customer focused on reaching resolutions to issues while maintaining professional boundaries.	E
4e. Ability to react and respond positively to change.	E

Author.....**Date**.....