

<b>JOB DESCRIPTION</b>	
<b>Title of Job:</b>	Senior Housing Officer
<b>Location:</b>	Hybrid Working with Inverness or Invergordon office base
<b>FTE:</b>	4
<b>Title of Line Manager:</b>	Customer Services Manager
<b>Responsible for:</b>	Housing Officers and Housing Assistants within designated function

### **Purpose and Scope**

To support the Customer Services Manager in the effective delivery of day-to-day housing services, ensuring organisations aims, objectives and performance standards are met or exceeded in accordance with all relevant legislation, policies, procedures, and best practice guidance, and within available budget parameters. You will be required to operate in a function-based specialism but have excellent general all round housing management capabilities.

The postholder will take a proactive lead within the team, contributing to continuous improvement in service delivery, challenging existing working practices, and driving the effective use of technology, data and automation to deliver efficient, high-quality, and consistent housing services.

### **Job Outline: Responsibilities and Tasks**

#### **MAJOR TASKS**

- **Service Performance and Delivery:** Ensure the effective, compliant and customer-focused delivery of housing services across the function, meeting organisational standards and performance targets.
- **Line Management and Team Development:** Provide line management, supervision and support to team members, developing capability and ensuring consistent delivery of high-quality services.
- **Quality Assurance and Compliance:** Maintain robust quality assurance and governance frameworks to ensure accuracy, consistency and full compliance with policies, procedures and legislation.

- **Continuous Improvement and Efficiency:** Drive ongoing improvement of services by reviewing working practices, reducing inefficiencies and implementing more effective, streamlined approaches.
- **Digital and Data Driven Service Delivery:** Promote the effective use of systems, data and technology to enhance service delivery, improve efficiency and support informed decision-making.
- **Reporting and Performance Insight:** Drive high quality reporting and insight through strong data governance, timely reporting, and effective use of data to inform decisions and manage risks.
- **Service Improvement and Projects:** Identify and support service improvements and projects, ensuring policies and processes remain effective, compliant, and informed by outcomes.
- **Customer Outcomes & Satisfaction:** Take accountability for improving customer outcomes, ensuring services are responsive, accessible and deliver high levels of tenant satisfaction.



## Job Outline: Responsibilities and Tasks

### MAIN ACTIVITIES

- **Service Performance Delivery**
  - Co-ordinate the day-to-day delivery of your allocated function, ensuring services are delivered in line with organisational standards, policies and legislative requirements.
  - Maintain oversight of team caseloads, ensuring work is effectively managed, prioritised and progressed.
  - Support the management of complex casework using a cross-team approach.
  - Promote tenancy sustainment through early intervention strategies and partnership working with internal and external agencies.
  - Oversee delivery of core housing management functions, including tenancy management, anti-social behaviour, estate management, allocations, and income management.
  - Liaise with solicitors and external partners where required to support legal and enforcement action.
  - Represent the organisation at multi-agency meetings, including MARAC and other relevant forums.
  
- **Line Management and Team Development**
  - Lead on recruitment, induction and onboarding of team members, ensuring clear expectations and standards are established.
  - Support the delivery of team priorities and service standards, ensuring work is effectively organised and aligned to business objectives.
  - Undertake effective performance management, including regular 1:1 meetings, structured objective setting, and formal performance reviews.
  - Ensure fair and effective allocation of workload, maintaining oversight of capacity, demand and service pressures.
  - Implement and maintain clear Standard Operating Procedures across all core activities, ensuring consistent application.
  - Carry out regular quality assurance and file audits, ensuring accuracy, compliance and high standards of customer service.
  - Promote a “right first time” culture, minimising errors, rework and avoidable customer contact.
  - Ensure a consistent approach to case management and decision-making across the team.
  - Actively coach and develop staff through regular feedback, mentoring and structured learning.
  - Ensure all staff have robust personal development plans aligned to organisational priorities.
  - Identify skills gaps and implement targeted training and development activity.

- Hold staff accountable for performance, quality, accuracy and adherence to procedures.
  - Address underperformance promptly and effectively in line with organisational processes.
  - Foster a high-performing, accountable team culture aligned to Albyn's values.
- **Quality Assurance & Compliance**
    - Maintain robust quality assurance and governance to ensure accuracy, consistency and compliance.
    - Ensure full compliance with policies, procedures and legislation.
    - Monitor compliance and quality standards, identifying and addressing any gaps or risks.
    - Support internal and external audits, ensuring timely and effective responses to findings.
    - Ensure appropriate documentation and record-keeping to support transparency and accountability.
- **Continuous Improvement and Efficiency**
    - Lead systematic reviews of service processes to identify inefficiencies, duplication and opportunities for improvement.
    - Challenge existing working practices and implement improved, standardised approaches aligned to best practice.
    - Promote efficient ways of working that reduce waste, duplication and avoidable demand.
    - Identify opportunities to reduce manual handling through improved processes, automation and better system use.
    - Use performance data, case trends and customer feedback to identify priorities for improvement and measure impact.
    - Embed a culture of continuous improvement within the team, encouraging staff to contribute ideas and solutions.
- **Digital and Data Driven Service Delivery**
    - Act as a functional lead for effective use of housing management systems (e.g. Civica CX).
    - Drive adoption of system functionality to improve efficiency and reduce manual workarounds.
    - Identify system improvement opportunities and work with ICT and Business Services to enhance functionality.
    - Support the development of digital solutions, integrations and workflow automation relevant to housing management.
    - Promote digital engagement with tenants where appropriate to improve access and efficiency of services.

- **Reporting and Performance Insight**

- Ensure accurate and timely recording of data at source to support reliable reporting and performance management.
- Take ownership of data quality within the function, implementing controls to ensure consistency and accuracy.
- Lead the delivery of regulatory and management reporting in line with organisational and statutory requirements.
- Move the function towards automated, system-driven and dashboard-based reporting, reducing reliance on manual reporting.
- Use data proactively to identify trends, risks and opportunities, driving timely management intervention.
- Work in partnership with ICT and Business Services to improve reporting capability and data integration.
- Co-ordinate reporting cycles (weekly, monthly, quarterly and annual) ensuring outputs are accurate, insightful and value-adding.
- Provide clear, insight-led outputs to support operational management, leadership decision-making and board assurance.

- **Service Improvement and Projects**

- Identify opportunities for service development, improvement and expansion.
- Support the delivery of cross-team projects and initiatives.
- Review and update policies, processes and procedures to ensure effectiveness and compliance.
- Evaluate the impact of projects and use outcomes to inform future service improvements.

- **Customer Outcomes and Satisfaction**

- Be accountable for improving service outcomes including tenancy sustainment, arrears performance, service efficiency and customer satisfaction.
- Monitor and review service performance to identify opportunities to improve tenant outcomes.
- Use tenant feedback and insight to inform service improvement initiatives.
- Work collaboratively across teams to deliver a seamless, high-quality customer experience.
- Proactively manage and respond to customer complaints, ensuring timely, fair and consistent resolution.
- Use complaints as a source of learning to identify service improvements and prevent recurrence.

- **Health & Safety**

- Comply with safe working practices as defined by Albyn Group
- Complete online training as and when required.
- Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

- **General**

- Be aware of and adhere to Albyn Group policies at all times.
- Consistently demonstrate and role model Albyn's values of being caring, professional and adaptable at all times.
- Take part in progress/performance reviews throughout the year.
- Cooperate with other Albyn Group departments.
- Attend training courses and complete online training modules as required to meet the requirements of the post.
- Take responsibility for own personal development, seeking out opportunities to learn new skills.
- Participate in the out-of-hours on-call rota and provide guidance to call-center staff in relation to emergency repairs, as required.
- Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

- **Other**

- Promote and maintain the standards of Albyn Group.
- Ensure all activities are delivered in line with organisational policies, procedures and standards.
- Deputise for the Customer Services Manager as required.
- Provide cover for other Senior Housing Officers during periods of absence.

## PERSON SPECIFICATION

<b>Title of Job:</b>	Senior Housing Officer	<b>Grade:</b>	SO
<b>Department / Function</b>	Customer Services	<b>Location:</b>	Hybrid Working with Inverness or Invergordon office base
<b>Title of Line Manager:</b>	Customer Services Manager	<b>Responsible for:</b>	Housing Officers and Housing Assistants within designated function
<b>Number of Jobholders:</b>	4		

Criteria	Essential	Desirable	Method of Assessment
<b>Education &amp; Training</b>	<ul style="list-style-type: none"> <li>Educated to Higher Level including English.</li> <li>Achieved or actively working to gain a Housing HNC or equivalent qualification</li> <li>Demonstrate effective reflection on practice and willingness to undertake continuous learning and professional development</li> </ul>	<ul style="list-style-type: none"> <li>Professional housing qualification</li> <li>Management or leadership qualification</li> </ul>	<ul style="list-style-type: none"> <li>Application Form</li> <li>Interview</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>Ability to lead, motivate and manage a team effectively</li> <li>Strong organisational and time management skills</li> <li>Excellent written and verbal communication skills</li> <li>Ability to analyse information and make evidence-based decisions</li> <li>Strong problem-solving and conflict management skills</li> <li>Ability to build effective internal and external relationships</li> <li>Ability to analyse workflows and redesign processes to improve efficiency</li> </ul>		<ul style="list-style-type: none"> <li>Interview</li> </ul>

	<ul style="list-style-type: none"> <li>• Strong understanding of using data and systems to drive service improvement</li> <li>• Experience of implementing or supporting digital or system-based improvements</li> <li>• Good IT skills including Microsoft Office applications</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working within social housing</li> <li>• Experience of managing staff and leading teams</li> <li>• Experience in a housing officer or equivalent role</li> <li>• Experience of leading service improvement or operational change</li> <li>• Experience of using systems to improve service delivery and performance</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in a high-performing housing organisation</li> <li>• Experience in policy development and implementation</li> <li>• Experience of using reporting tools or dashboards (e.g. Power BI)</li> <li>• Experience of process mapping or service improvement methodologies</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> <li>• References</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of Scottish Housing legislation and regulatory requirements</li> <li>• Understanding of tenancy management and related challenges</li> <li>• Knowledge of the welfare system including Universal Credit</li> <li>• Understanding of GDPR and Freedom of Information legislation</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of tenant participation approaches</li> </ul>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview</li> </ul>
<b>Other Qualities</b>	<ul style="list-style-type: none"> <li>• Customer-focused and outcome-driven</li> <li>• Self-motivated and resilient</li> <li>• Strong sense of accountability</li> <li>• High level of professionalism and integrity</li> <li>• Adaptable and open to change</li> <li>• Ability to motivate and develop others</li> <li>• Full UK driving licence and access to a vehicle</li> </ul>		<ul style="list-style-type: none"> <li>• Interview</li> <li>• References</li> </ul>

