



## Job Description

<b>Job Title:</b>	Estate Officer - Casework
<b>Grade:</b>	Grade 6
<b>Section:</b>	Area Management Team Neighbourhoods
<b>Reports to:</b>	Tenancy Management Officer
<b>Responsible for:</b>	None

### The Job

Is to:

- manage communities and tenancies to create sustainable communities in neighbourhoods where people want to live and stay;
- take appropriate action where tenancy breaches are identified providing relevant support through the delivery of customer service excellence;
- create a high quality and well maintained environment;
- have a holistic approach to tenancy management issues and maintain sustainable tenancies;
- promote the service at all times in a manner consistent with the Team Plan, Customer Charter Standards, legal and regulatory requirements; and
- be an identifiable, visible landlord figure for tenants, residents and partners within the area.

### The Bigger Picture

You will:

- contribute to continuously improve levels of customer satisfaction;
- conduct yourself in line with WDH DNA principles and provide customer service excellence at all times;
- deliver services in a manner which supports WDH's brand and enhances the organisation's reputation;
- contribute to the development of estate based profiles, pro-actively identify solutions and deliver outcomes;
- be expected to work flexibly to meet the changing needs of the service; this may include working out of normal office hours;
- respond to emergency situations in line with WDH's BCP;
- ensure that all work is compliant with WDH's approach to equal opportunities, data protection, human rights and confidentiality;

- effectively manage and monitor ongoing caseloads to ensure compliance with WDH Policies and Procedures, keeping relevant stakeholders informed throughout the case management process;
- work in partnership and promote effective working arrangements with key stakeholders;
- prepare written reports to the Estate Manager, Regional Manager and Area Management Team;
- undertake effective communication at all times, throughout all levels of the organisation and to positively promote the work of WDH and its service;
- promote health and safety awareness and address any concerns;
- ensure a safe working environment, in line with WDH's Health and Safety Policy and Procedures at all times; and
- undertake any other duties commensurate with the overall purpose of the job and the grade.

## The Day to Day

You will:

- maintain ownership of issues using the case worker principle by utilising the resources of all key partners;
- be involved in identifying the needs of local tenants and residents and making referrals to appropriate agencies;
- undertake effective communication to deliver a full partnership approach in the management of individual cases and our communities;
- make sure that agreed performance management targets are achieved within the area of responsibility;
- undertake scheduled visits in line with agreed performance standards and timescales;
- take a proactive approach towards dealing with cases of nuisance, anti-social behaviour and tenancy management issues, keeping customers and partners informed of progress;
- provide direct support to witnesses and victims of tenancy management breaches;
- serve statutory notices and legal documents when necessary;
- make sure that cases are fully prepared for legal action, representing the organisation as a witness during court proceedings where appropriate;
- work with the appropriate specialist officers to provide support and help customers as appropriate;
- make courtesy calls and visits to all tenants within a designated area;
- work in a flexible manner that maximises the visible presence of officers in our communities;
- identify any estate related issues and refer to the appropriate Officer, make sure repairs and improvements to properties are carried out to a satisfactory standard and where problems result, take appropriate action;
- monitor condition of properties and where defects are identified take appropriate action;
- act as tenants' representative in relation to customer enquiries and take appropriate action;

- identify and refer any environmental issues to the appropriate Officer, monitor nuisance and anti-social behaviour cases and take appropriate action where a breach of tenancy conditions has taken place, whilst promoting effective working arrangements with internal and external agencies;
- provide cover and support when necessary for other services areas;
- help in the reduction of crime and the fear of crime by developing links with the Tenancy Support Team, police and other enforcement agencies and make recommendations to the Tenancy Management Officer on how to resolve the issue;
- maintain effective working relationships with internal services and external organisations;
- deal appropriately with all complaints and representations, in line with the organisation's complaints procedure;
- have knowledge of WDH's Vision, Mission and Values;
- contribute to new policy initiatives as required;
- be aware of national, regional and local developments in relation to housing, identify and make recommendations to the TMO and EM in respect of service improvements, participate in multi-agency meetings, promote sustainable communities; and
- be aware of individuals circumstances and make referrals where necessary to internal and external support services.

### Personal Contacts:

**Internal:** All employees within WDH.

**External:** All external stakeholders

## The Specifics

This section identifies the qualifications, skills and behaviours needed for an effective performance. Using these clarifies the personal qualities and workplace behaviours expected of the post. WDH principles reflect behaviour patterns which distinguish highly effective performance in a role. There are nine behavioural indicators which are split into three principles; Determination, Nous and Attitude and these are often referred to as DNA.

Personal Skill Characteristics	Essential (Tick)	Desirable (Tick)	Method of Assessment (Code list below)	Shortlisting Criteria (Tick)
<b>Qualifications and Training</b>				
A qualification at Level 2 of the Qualifications and Credit Framework, such as GCSEs (three A – C/9 – 4), Award, Certificate or Diploma at level 2 or equivalent.	✓		AF/CQ	✓
Relevant professional qualification or undertaking studies to obtain this		✓	AF/CQ	

<b>Determination</b>				
Ability to solve complex problems to achieve a positive outcome	✓		AF/I	✓
Ability to deliver high levels of performance to meet the agreed targets, standards and deadlines in a performance oriented culture	✓		AF/I/R	✓
Excellent time management and organisational skills	✓		AF/I	
Decisive analytical and interpretation skills	✓		AF/I/R	
Self-motivated with the ability to work in pressurised situations	✓		AF/I/R	
Evidence of achieving performance targets		✓	AF/I	

<b>Nous</b>				
Relevant and significant housing experience	✓		AF/I	✓
An understanding of the issues affecting individual WDH tenants and the wider community	✓		AF/I	✓
Strong and effective verbal and written communication skills	✓		AF/I	
Able to demonstrate an understanding of equal opportunities in service delivery	✓		AF/I	

An understanding of performance management and how this impacts on service delivery	✓		AF/I	
An understanding of and the ability to apply the appropriate legislation, policies and procedures	✓		AF/I/R	
ICT literate with the ability to use a variety of PC applications and software packages	✓		AF/I	
An understanding of WDH's Customer Charter		✓	AF/I	

<b>Attitude</b>				
Evidence of a customer focused approach to service users	✓		AF/I	✓
Evidence of excellent interpersonal, communication and negotiation skills with stakeholders and managers	✓		AF/I	✓
Evidence of effective working within a multi-disciplinary team	✓		AF/I	

<b>Additional Requirements of the Job</b>				
Valid UK driving licence with daily access to a vehicle in order to travel throughout the district and to other locations as required by the business.	✓		AF/I/CQ	✓
The post holder may be required to work outside normal office hours.	✓		AF/I	
Ability and willingness to undertake out of hours monitoring and visits as and when required	✓		AF/I	

**Key**

AF - Application Form

I - Interview (this may include a presentation and occupational test where appropriate)

CQ - Certificate of Qualification

R- References