

SOUTH DERBYSHIRE DISTRICT COUNCIL JOB DESCRIPTION

DIRECTORATE: Place and Prosperity
SERVICE: Housing Services
POST TITLE: Housing Officer
GRADE: Scale 6
REPORT TO: Senior Housing Officer

- *The post holder will require a DBS Disclosure.*

JOB SUMMARY

To act as the main point of contact for tenants in a geographical area, managing rent accounts, tenancy and estate issues, tenant welfare and support.

MAIN DUTIES AND RESPONSIBILITIES:

Specific Duties

1. Act on reports of Anti-Social Behaviour following the agreed procedure.
2. Support ASB complainants throughout the processing of their complaint.
3. Record ASB, open and record cases on Orchard using the Community Action Solutions (CAS) management system.
4. Issuing Community Protection Warnings, Community Protection Notices, Notice of Seeking Possession and Injunctions (Tenancy Agreement breaches), Closure Orders, Notice of Possession Proceedings (Introductory Tenancies).
5. Production of Housing Management and Witness Statements.
6. Effective monitoring and recovery of arrears of rent, following the agreed procedure, by carrying out interviews with tenants in the home and in the Council's offices, sending correspondence by phone, letter, email and text messages from start of Rent Arrears Action 1 to Eviction and recovery of property where necessary including former tenant arrears.
7. Work with other organisations and departments, such as Housing Benefit and support agencies, to resolve outstanding arrears cases. Referrals to Fraud.
8. Attend Court Hearings as required.
9. As required and as may be varied, to carry out viewings and sign up of new tenants, providing new tenant information to aid tenancy sustainability, including production and completion of paperwork.
10. Liaise with tenants and their support networks to provide help, advice and support.

11. Liaise and work with the Tenancy Sustainment Officer to provide support to households with debt management advice and ongoing rent arrears issues.
12. Providing information and advice to tenants on tenancy matters, including their eligibility to housing benefits, council tax and other welfare benefits.
13. Carry out visits to new tenants at 4 weekly and 8 monthly intervals; upgrade successful introductory tenancies or extend as appropriate.
14. Carry out property audits. Identify and act upon any issues raised.
15. Carry out visits to tenants to discuss and manage breaches of tenancy terms and conditions.
16. Where appropriate, confirm tenant improvements following consultation with Repairs Inspectors and in conjunction with the Repairs Policy.
17. Carry out and lead on estate inspections at regular intervals.
18. Arrange, attend and if required, chair Vulnerable Adult Risk Management meetings.
19. Any other duties as required.

General

1. Manage rent accounts of tenants and ensure prompt payment of rent including housing benefit. Comply with Rent Arrears contacts and Targets which are set yearly by the Tenancy Services Manager and Snr Housing Officer.
2. Monitor tenant conduct and in accordance with the Tenancy Agreement.
3. Provide advice and support on tenancy matters and issues.
4. Adhere to safeguarding policies and procedures.
5. To comply with the Customer Service Code of Practice.
6. To ensure adherence to the Council's Health & Safety Policy.
7. To support, promote and comply with the Council's Equal Opportunities and Diversity Policy when undertaking the duties of the post.
8. To comply with the Council's Employee Code of Conduct.

Date Issued: August 2025

Issued by: Tenancy Services Manager

