



Job Description

Post title:	Graduate Housing Officer
Responsible to:	Communities Manager
Location:	This role is community based and desk based with a combination of working from emh offices, community hubs and home
Business Area:	emh homes
Hours:	Full time (35 hours)
RFJ:	5 moving to 6

Prime Function: Providing a comprehensive housing & estate management service, making a positive contribution to our communities.

This post requires a basic DBS clearance.

Principal Duties and Responsibilities

1. Functional responsibilities

- Deliver a housing and communities service that focuses on prompt contact, intervention, maintaining regular communication with customers during the lifetime of the contact.
- Build constructive relationships with customers, delivering excellent customer service.
- Ensure that you and your team are responsive and accessible to customers and that enquiries are dealt with in line with our standards.
- Ensure a visible presence in our communities, dealing with estate and tenancy management issues proactively.
- Build and maintain strong links and working relationships with external partners, such as adult social care services, health and wellbeing agencies and MPs and councillors.
- Work in partnership with agencies to ensure sustainable communities; to signpost, support, and safeguard customers to sustain and manage their tenancies, with an early intervention and prevention ethos.
- Lead a local approach to offer events in the area promoting communication, understanding, and improving outcomes for customers.
- Work in partnership with inhouse teams, contractors, and external agencies to ensure that communal areas are kept clean and well maintained, ensuring safe and secure homes.
- Promote mediation advice and self-help in cases of neighbour disputes, non-statutory noise complaints and anti-social behaviour where appropriate.
- Take prompt, appropriate, and decisive action to resolve anti-social behaviour before it escalates, using full range of tools and legal powers available.
- Provide support to customers and complainants by keeping in contact, providing case updates and clarity on actions and responsibilities.
- Provide housing advice for new customers and existing customers who wish to exchange their tenancy or apply via local choice-based lettings schemes.



- Facilitate efficient letting of new homes, explaining the tenancy contract and charges, signing new customers, visiting customers in their homes.
- Support customers with changes in tenancy e.g., successions, changes to tenancy agreements promoting our website and customer portal.
- Assisting customers to self-serve to ensure details are up to date, repairs have been reported, completing tenancy health checks in the area.
- Maximise the efficient use of housing stock by investigating and bringing back into use abandoned properties and regaining possession of properties following death and attending evictions when required.
- Carry out occupancy checks to ensure properties are being used as a main and principal home, investigating alleged fraudulent activity.
- Work in partnership with property services colleagues in managing decants following serious incidents or in cases of property related damage/ disrepair and cases of concern.

Team working

- Work with involved customers to ensure our estates are well maintained, customer voices are heard and acted upon.
- Safeguard customers and family members in accordance with emh policy.
- Signpost and work with specialist teams to ensure excellent services are provided.
- Provide support to Communities managers in setting and managing service charges.
- Support colleagues and partnership agencies to ensure we are compliant with health and safety standards and customer safety is maintained, e.g., support gaining access for gas servicing, actioning tasks recommended as part of fire risk assessments.
- Promote and lead by example on equality, diversity, and inclusion.