



## Housing Officer

**Reports to:** Housing Manager

### The part I play at Bromford Flagship LiveWest to enable people to thrive is:

To deliver a supportive and proactive approach to tenancy management for our customers to ensure they can enjoy their home and sustain their tenancy. I work closely with our customers to understand their needs and where help is needed the most, enabling us to deliver outstanding customer service and make a real difference.

I support my Housing Manager to lead on our vision, **Housing Made Simple**, to make it as easy as possible for customers to rent their homes whilst ensuring that we are compliant with legislation and Flagship's policies and procedures. I am responsible for a case load, providing support to tenants with concerns including safeguarding, hoarding, property condition concerns and mental health support. I also assist with the management of tenancy breaches and tenancy fraud.

### My skills and experience include:

Exceptional communication skills with the ability to deliver complex and difficult messages in a simple and engaging way. I am able to listen and empathise in order to act with our tenants' interest at heart. I can also confidently prioritise and manage a case load based on urgency.

The required qualifications for my role are to be educated to GCSE standard, or equivalent. I also hold a full UK driving license.

### The skills I will develop include:

Gaining in depth knowledge of the Housing sector and Housing Law whilst working in a regulated environment.

I will continue to develop my influencing and communication skills and have the opportunity to develop relationships with wider teams across the Group.