

Housing Officer

Reports to: Housing Manager

The part I play at Flagship Group to help solve the housing crisis in the East of England 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 and I can work on a one-to-one basis with Tenants in their homes.

I can confidently prioritise and manage a case load based on urgency.

I can also use Microsoft Office proficiently,

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.



Flagship Group Values:

