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. 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.



Flagship Group Values:

