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## **JOB DESCRIPTION**

**Job Title:** **Scheme Officer**

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### **Job Purpose**

The Scheme Officer is responsible for the delivery of an efficient and effective housing management service to tenants of the hostel. This will include assisting in the processing and assessment of applications to be housed at the scheme. It will also involve delivering a high-quality rent collection and arrears recovery service. Officers are also responsible for ensuring the welfare of tenants is protected, with a view to maximising their potential for sustained independent living.

### **Key Tasks and Responsibilities**

#### Access To Housing & Tenancy Sustainment

1. To ensure high quality service delivery and accurate record keeping in all areas of housing management particularly:-
  - void control
  - management of rent arrears
  - complaints handling
  - assessment of applicants and allocation of rooms
  - handling tenant issues, including anti-social behaviour
  - collection of rent and service charges (including personal service charges)
  - ex tenants debt recovery

This includes but is not limited to the following duties:

- i) To ensure that voids are logged on the system, and monitored in liaison with the Senior Scheme Officer, Maintenance, Scheme Manager and Housing Officer.
- ii) To liaise with the City Homeless section and agencies for referrals for void properties.
- iii) To assist the Senior Scheme Officer, Scheme Manager and Housing Officer to carry out assessments and selection of potential tenants, making accommodation offers and signing up selected tenants.
- iv) To take prompt and appropriate action where rent accounts (current and former) have an arrears balance.
- v) To deal with account queries from tenants regarding payment and account balances including advice on how they can maximise their income and minimize outgoings, whilst clearing outstanding arrears.
- vi) To assist tenants to complete online housing benefit applications and work with other organisations to provide support in money management matters.

- vii) To regularly liaise with Housing Benefit services to establish the status of claims or reasons for claims being stopped.
  - viii) To ensure that all actions relating to rent arrears management and tenancies are logged on the housing management system.
  - ix) To assist the Senior Scheme Officer to recover former tenant debt by adhering to former tenancy arrears policy and procedures.
  - x) To deliver estate management services such as arrange and attend settling in visits with new tenants, carry out property/room inspections in line with tenancy reviews, liaise with Housekeepers to ensure that the scheme and estate are in kept in a clean and tidy condition and to report any issues arising and make initial contact or investigate with respect to tenancy issues such as Anti- Social Behaviour.
  - xi) To assist with identifying and engaging with services/agencies required so tenants can live independently.
2. To ensure all services are maintained in accordance with statutory requirements and good practice and in liaison with the Maintenance Manager, to ensure the building and premises are maintained to a high standard.
  3. To assist the Senior Scheme Officer, Scheme Manager and Housing Officer with logging payments on the rent accounts system, generating banking reports, and banking weekly collections.
  4. In accordance with the complaints procedure, to deal promptly with complaints, including those from tenants, promptly and effectively. To resolve, where possible, any issues raised.
  5. To interview assess and accept tenants into the project and ensure claims and applications to relevant bodies are made for benefits and move on accommodation in liaison with the Senior Scheme Officer/Scheme Manager.
  6. To provide a programme of engagement activities for tenants in accordance with the Association's tenants and tenant programme.
  7. To complete needs and risk assessments and develop engagement plans to ensure a comprehensive resettlement programme taking account of the tenants own identified needs and aspirations.

#### Staff & Team Working

8. To establish and maintain effective working relationships with all work colleagues to ensure a 'one team' approach to the delivery of our services whilst meeting individual and team key performance indicators and targets.
9. To represent the Association externally at seminars, working groups etc. as appropriate. To actively promote a positive professional profile of the project ensuring the good reputation of the organisation at all times.

10. To support and participate in life and social skills work, e.g. employment, education and training, personal hygiene, family mediation and activities.
11. To participate and play an active role in developing services, by way of staff meetings and work groups to meet the changing needs of tenants.
12. To keep up to date with issues relevant to housing (especially exempt accommodation) welfare benefits and other relevant legislation.
13. To undertake all core training required for this post and attend training and professional development activities as required.
14. To attend supervision sessions and meetings as required and assist in the induction of new staff as requested.
15. Together with other colleagues, participate in fundraising applications and other initiatives as requested.
16. Work within a team, supporting colleagues and attending team meetings, recording and sharing information appropriately and maintaining confidentially as needed.

#### Other

17. To maintain a high standard of record keeping, update and maintain all manual and computerised records in an accurate and timely manner. To ensure compliance with YMCA Birmingham's Data Protection policy and to ensure administrative procedures are adhered to.
18. To produce regular and detailed reports and attend meetings as and when required and to produce and maintain accurate and useful information in a range of formats in order to promote effective service delivery.
19. To identify gaps in provision and assist colleagues in the development and implementation of new services as requested.
20. To ensure that YMCA Birmingham's Strategy for tenant involvement is consistently implemented and ensure that all tenants have a voice and are empowered to use that voice both individually and as a group.
21. To ensure that tenants' confidentiality is maintained in accordance with organisational policy and the law, liaising with senior colleagues as necessary.
22. To ensure that personal targets are met and reported to line managers as required.
23. To take responsibility for the health and safety of yourself and others whilst at work and ensure the health and safety of visitors. To diffuse difficult or dangerous situations and to summon outside assistance when necessary.
24. To establish and maintain effective external relations with a range of statutory and voluntary bodies, particularly the local authority Housing Benefit Department.
25. To ensure that the project provides a safe and secure environment for tenants.

26. To provide a customer friendly service to all of the Association's tenants.
27. To ensure that all duties are carried out in a professional manner and in accordance with the guidelines and policies of YMCA Birmingham.
28. To undertake any other tasks commensurate with your role as identified by your line manager.
29. To be aware of YMCA Birmingham's values, policies and procedures that are current at any time and always to carry out duties accordingly.

### **General Obligations**

1. To promote a caring, helpful and unbiased attitude towards all residents and other members of the general public and to maintain an impeccable standard of honesty and professionalism in all such dealings.
2. To adhere to the YMCA's Health & Safety, Equal Opportunities and other policies and to contribute as required.
3. To promote the activities of the YMCA in a positive and conducive way to all staff, residents, other organisations and the general public.
4. To develop good working relationships within the YMCA, across all departments and centres.
5. To support and work within the Christian aims and purposes of the YMCA.
6. To ensure full compliance across Children's Services and Adult Services with the associations safeguarding standards. Ensuring that all Nurseries and Housing Services operate within the procedures for the relevant Local Safeguarding Board and the associations own policies and procedures.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

**PERSON SPECIFICATION – Scheme Officer**

	<b>JOB CRITERIA</b>	<b>Essential</b>	<b>Desirable</b>
	<b>Skills</b>		
	Demonstrate excellent interpersonal skills and the ability to communicate with tenants and colleagues in a clear.	✓	
	The ability to listen, question and influence when needed.	✓	
	The ability to effectively access and implement a programme of support within the Supporting People framework.	✓	
	High level of competency in using computer systems and Microsoft packages such as Word and Excel to maintain records; prepare letters and reports, support plans, risk assessments.	✓	
	The ability to organise and prioritise tasks, work to meet targets and deadlines whilst working under daily pressure and act on own initiative.	✓	
	Ability to grasp new concepts and knowledge quickly.	✓	
	<b>Knowledge</b>		
	Good working knowledge of the arrears recovery process from beginning to end across a range of tenures, with experience of working in a demanding customer service environment.	✓	
	Monitoring and statistical systems for the collation and reporting of information.		✓
	Understanding of, and commitment to, customer care.	✓	
	Understanding of, and commitment to, the principles of equality and diversity.	✓	
	<b>Experience</b>		
	Experience of rent collection and arrears, void control, service charges and managing complaints.	✓	
	Experience of working in a residential setting.		✓
	Experience of providing support to tenants, completing risk assessment, support plans.		✓
	Experience of working with the public and delivering a high level of customer service.	✓	
	Experience of dealing with difficult customers, some of who may be demanding, vulnerable or under stress and is able to maintain a professional approach to resolving their concerns meeting their needs and managing their expectations as appropriate.	✓	
	<b>Qualifications</b>		
	Educated to NVQ Level 3 or equivalent, or relevant experience.	✓	

	A relevant qualification in social care or housing.		✓
	NVQ in Advice and Guidance.		✓
	Full UK/EU driving licence or demonstrate the ability to travel.	✓	