



ADUR & WORTHING COUNCILS

Job Description & Person Specification

Authority	ADC / WBC
Directorate	Housing & Communities
Post Title	Voids & Lettings Housing Officer
Post Number	
Accountable to	Tenancy & Leasehold Services Manager
Key leadership relationships	<p>Internal: Members of the Council, Chief Officers and all other appropriate Council officers and managers</p> <p>External: Members and Officers of other bodies, specialist agencies, media, contractors and consultants, partner agencies across the public, private and voluntary sectors.</p>
Work style	This role falls within the Blended Working Policy
Last updated	April 2024

Job Description - Principal purpose of job (role summary)

As Voids & Lettings Housing Officer you will start your role by supporting the Tenancy & Leasehold Services Manager to oversee the voids project to tackle the current backlog of void properties within Adur Homes. The post-holder will ensure that the 'void journey' is completed in line with the void process and within the required timescales. This includes ensuring the property is properly advertised, arrange viewings, carry out pre-tenancy checks, through to agreeing when the tenancy will commence, creating the rent account and settling the new tenant into their home.

In time you will migrate some of the void and lettings processes into the Housing Officer role where you will support the Tenancy Services Team Leader to effectively manage the lifecycle of a tenancy, ensuring a person-centred, preventative approach to dealing with tenancy management. This will include identifying breaches and taking enforcement action where required.

Your manager will empower you to apply our principles - resilience, adaptability and participation - to your working practices.

Expectations of post holder

Willingness to embrace change and ability to adapt to new ways of working
Enthusiasm for working across teams in collaboration and partnership in order to help deliver Our Plan
Act with honesty and openness, and be brave enough to contribute your ideas and get involved
Bring your passion for delivering a high quality service for our residents to your role
Engage proactively in your performance and development conversations, and embrace opportunities to learn and grow
<p>Live how we work with each other and our customers:</p> <ul style="list-style-type: none"> • We listen • We say what we think & do what we say • We are inclusive & kind • We are ambitious • We think & act beyond ourselves and our service • We are a team
Promote the service and Councils positively at all times

Role specific Duties and responsibilities

To work with property services colleagues to determine repair work to be carried out through a priced Schedule of Rates or by obtaining quotations for work using ADC's computerised repairs system.

To comply with all legislation and statutory requirements relating to the Council's properties and how they are maintained and managed. To ensure that all work is carried out in accordance with the Council's standing orders, constitution, financial regulations, policies, procedures and committee resolutions. To protect and ensure the health and safety of, visitors, contractors, operatives and the users of void Council properties at all times, including while works are being

carried out and when recently let. Ensure that all regulations and legislation relating to building are complied with including Council policies and codes of practice relating to health, safety and welfare or emergency planning.
To update files and computer systems with the information gathered from all necessary sources. Access and use stored files or data to ensure the efficient discharge of the Council's repairing obligation and programming of future repairs and maintenance.
At the point of notification of a property becoming void, visit the property and pre inspect and support the preparation of the void works schedule. Advise the tenant on all end of tenancy procedures, including key return, and potential recharges etc.
Arrange for the property to be properly advertised, arrange viewings and feedback the results to the team via the council's computerised system. Carry out pre-tenancy checks, carrying out sign-up process/agree tenancy commencement and feedback the results to the team via the council's computerised system. Carrying out welcome interview post letting.
Liaise with the Housing Officer at the point where a tenancy is due to be terminated and where a new tenancy (or transfer of an existing tenancy) commences
Develop and maintain an ability and knowledge of relevant electronic systems, including the Housing Management System (HMS), info@work and others where appropriate.
To respond appropriately and effectively to communications from Adur Homes residents across a range of platforms that customers choose to engage.
To be familiar with and attend training related to safeguarding issues and vulnerable adults to maintain an awareness of safeguarding concerns and also health issues such as mental health and drug and alcohol dependency.
To develop and maintain strong professional relationships with external partners, both those directly providing accommodation and those seeking to support people in accommodation.
To ensure that the Tenancy & Leasehold Services Manager is advised and updated where appropriate, particularly in relation to cases where a tenancy, household or member of the household are at risk, or where the Council may be exposed to risk.
Rental income management, supporting our tenants ensuring they know their rent due, payment dates and methods by which they can pay their rent.
Monitor rent accounts to ensure residents in arrears are contacted promptly, payments are collected or mutually agreeable payment arrangements are implemented and monitored. Support tenants in receipt of welfare benefits to make and evidence their claims where needed and identify other support to enable tenants to thrive.
Initiate appropriate recovery action using a range of methods including legal proceedings, attending court and evictions where necessary.
Ensuring tenancy compliance with tenancy conditions, working with tenants to support compliance. Where this is not possible invoking the council's escalation procedures.
Ensuring the Council's properties and neighbourhoods are well managed retaining oversight of grounds maintenance and cleaning contracts and maintaining fire safety and communal ways policies to keep our properties compliant and safe.
Taking a risk of harm based approach to reports of anti social behaviour and engaging in a multi agency approach with medium to high risk cases.
Signing up new tenants and working to support tenants during the introductory period of their tenancy.

Supporting tenants to move by way of mutual exchange and managing succession and assignment requests in accordance with legislation and council policy.
Undertake all duties in accordance with Council policies, the Code of Conduct for Officers, and in particular policies relating to Customer Care and Equal Opportunities
Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or Council policies

As the post holder, you will be required to undertake such other duties as may be required within your grade and competence, and therefore the list of duties in this job description should not be regarded as exclusive or exhaustive.

Duties will be set out in this job description but please note that the Council reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Adur & Worthing Councils recognise the need to ensure the welfare of children and vulnerable adults when they come into contact with services provided by the Councils. Employees, volunteers and Elected Members have regular contact with the general public during the course of their work and are in a position to observe signs which might indicate that a person is at risk of harm and abuse. If signs, which cause concern, are observed, all employees (temporary and permanent), volunteers and Elected Members have a duty to report allegations, disclosures and suspicions of abuse or neglect in line with the Councils' [Safeguarding Policy](#).

Person Specification:

The core skills and competencies below are taken from our organisational Skills and Competencies Framework v1.0 and are an indication of the expectations we have of our employees. The full document will be shared with you as part of the onboarding process.	
Participative	<p>Build strong relationships with people inside and outside your team and organisation to make a difference to improved outcomes for the local area</p> <p>Engage in clear and positive written and verbal communication to help people understand what you want to achieve and how they can help</p> <p>Value the unique strengths of people from different backgrounds to promote a culture of inclusion, equality and diversity</p> <p>More detail can be found in the Participation Skills & Competencies.</p>
Adaptive	<p>Adopt an active interest in learning and development opportunities that will enable you to strengthen and broaden your skills</p> <p>Experiment with new ways of working to help continuously improve how we deliver outcomes (including through the use of digital tools and platforms)</p> <p>Anticipate new challenges & opportunities to be able to adapt to change around you</p>
Resilient	<p>Embrace a consistently positive attitude and effectively prioritise workload to support your own wellbeing</p> <p>Cultivate a supportive environment with colleagues so people feel part of a team that looks out for each other</p> <p>Prioritise the use of resources that helps us be financially and environmentally sustainable</p>
Leadership	<p>Be open to coaching approaches to support others in finding solutions to problems</p> <p>Role model the principles above to inspire others to demonstrate positive behaviours</p> <p>Develop an understanding of the political processes that guide our organisation and show commitment to the safeguarding of others</p>

	Essential	Desirable
Qualifications	GCSE at Grade C or above in English Language and Maths or equivalent, or demonstrable experience working in fields where a good level of English and Maths are required	CIH qualification
Knowledge	<p>Knowledge of building repairs in relation to void properties</p> <p>Knowledge of choice based lettings</p>	

	<p>processes and associated tenancy issues</p> <p>Knowledge of Local Authority housing provision</p>	
Experience	<p>Experience of carrying out void property inspections, recording details of repairs and instructing/overseeing associated works</p> <p>Experience of tenancy services within Local Authority housing/ registered provider.</p> <p>Experience of the lettings process within a Local Authority housing service</p> <p>Experience in dealing with members of the public from a diverse range of backgrounds, often in challenging circumstances.</p>	
Communication	<p>Speaks confidently conveying clear messages to a wide range of audiences</p> <p>Conveys written information clearly and accurately to a wide range of recipients</p> <p>Ability to build trust and influence and enable change.</p>	
Relationship Building	<p>Builds positive and productive working relationships with a wide variety of individuals including staff, managers and residents</p> <p>Secures positive outcomes through negotiation with managers and wider teams</p> <p>Demonstrates a clear commitment to the team approach; exchanging ideas and providing support to colleagues</p> <p>Committed to securing the best possible service and outcomes for customers</p>	
Analytical	<p>Has an analytical approach and professional curiosity, for example to try new ways of doing things to increase effectiveness and efficiency</p> <p>Demonstrates an eye for detail and good concentration</p> <p>Able to interpret analytical data and work to KPI's.</p>	

Planning/ Organising	<p>Able to prioritise own and others workloads to ensure deadlines are met.</p> <p>Able to plan ahead to ensure capacity is available for regular tasks while building in flexibility to take on ad hoc requests</p>	
Other requirements	<p>Valuing kindness and compassion in the workplace</p> <p>Acceptance of political restriction</p> <p>Able to travel within the Adur and Worthing Districts</p>	

Job description & Person Specification agreed by:

Post holder (Print name):	
Signature:	
Date:	