

#### **Our Vacancies**

# **Housing Advisor**

Directorate:

Housing

Team:

**Housing Operations** 

Grade:

PO2

Responsible to:

**Housing Manager** 

Responsible for:

N/A

### **Purpose of Job**

Responsible for complex housing casework Responsible for investigating housing fraud Responsible for services to residents

## **Main Duties and Responsibilities**

- 1. Advise and support colleagues to provide housing services to residents.
- 2. Advocate on behalf of residents.
- 3. Ambassador for Poplar HARCA and the Team.
- 4. Deputise for the Manager.
- 5. Implement effective procedures and systems.
- 6. Investigate and action housing fraud.
- 7. Investigate, action and respond to complaints and members' enquiries.
- 8. Lead on complex housing casework.
- 9. Maintain knowledge of statutory and regulatory obligations, best practice and legal precedent.
- 10. Meet with residents in the office, at home or other venue.
- 11. Prepare cases for, and represent Poplar HARCA at, Court, mediation and other tribunals.
- 12. Resolve disputes, and implement associated actions.
- 13. Respond to contacts and enquiries.
- 14. Responsible for applications, notices and permissions.
- 15. Responsible for services to residents.
- 16. Responsible for statutory and non-statutory consultations.

#### General

Perform other duties as may be reasonably required by your line manager or other managers. Undertake out of hours work and travel.

Conduct yourself in line with the standards of conduct and behaviour detailed in Poplar HARCA's standards. These include awareness of risk, health and safety, data protection, ICT use and embracing diversity.

## **Person Specification**

All criteria are essential unless stated otherwise.

Requirements	Criteria
Education, Qualifications, Training	a. 'A' level English and Maths, or equivalent/comparable qualifications; or experience.
Skills	a. Engage in clear and constructive straight-talking b. Facilitate meetings, groups and forums c. Manage people to improve performance d. Use ICT proficiently e. Use written/oral skills effectively to influence and persuade f. Work through issues to resolution
Experience	<ul> <li>a. Attended Court and Tribunal proceedings</li> <li>b. Delivered excellence in a high-pressure environment</li> <li>c. Maintained systems and processes</li> <li>d. Prepared reports for, and presented to, diverse audiences</li> <li>e. Worked in a role with a similar level of responsibility</li> </ul>
Knowledge	a. Apply Data Protection and Equality Acts b. Apply legislation, regulation, best practice and precedents c. Manage in a multi-agency/discipline environment d. Work in and with diverse communities
Key Competencies	a. Achieving Results b. Informed and informing c. Open to change d. Partnership Working e. Personal Progress f. Problem Solving g. Putting others first

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