



Post: Housing Officer

Department: Housing

Reports to: Housing and Team Leader

Working Hours: 37.5 hours a week

Salary: £25,794

Location: 2nd Floor, Eden House, Eastgate Road, Bristol, BS5 6XY

About ACH

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals, but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country.

By working with us at ACH, you will be supporting refugees and migrants to build a better, brighter future.

Purpose of job

To support the housing and income team in reducing voids and supporting our vulnerable refugee tenants to maintain their tenancy and assist in ensuring that income is maximised, and arrears of rent and other charges are kept to a minimum. Responsible for the delivery of a needs led service for the welfare of service users, developing and maximising their potential, personal growth, and development.

Key Responsibilities

- Assisting the Team Leader and Housing Income Officer in carrying out assessments and selection of potential tenants, making accommodation offers and signing up selected tenants.
- To assist the Housing Income Team Leader in the management ACH property rental income and tenant service charges within agreed budgets. This post is based within the Housing Income team which sits within the wider housing operational services.
- Assisting the Team Leader and Housing Officer in the delivery of estate management services such as arranging and attending settling in visits with new tenants, carrying out

property inspections in line with tenancy reviews for Fixed Term tenancies, liaising with Cleaning Team to ensure that the estates are in kept clean and tidy condition and to report any issues arising and making initial contact/investigation with respect to tenancy issues such as ASB.

- In accordance with the complaint’s procedure, deal promptly with complaints, including those from tenants, promptly and effectively. Resolve, where possible, any issues raised.
- To negotiate debt payment arrangements based upon the tenant’s income and expenditure commitments.

This list is not exclusive or exhaustive. You may be asked to carry out other duties deemed necessary by your line manager.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A good standard of education commensurate to the level of the job and the knowledge and skills required. 	<ul style="list-style-type: none"> • A level English & Maths • Qualification in Social Housing e.g. CIH level 2
Experience	<ul style="list-style-type: none"> • Experience of working with asylum seekers or refugees in a voluntary or paid capacity • Organisational skills in terms of service planning, prioritising work, time management, effective use of resources and performance evaluation. 	<ul style="list-style-type: none"> • Experience of working in Social Housing sector. • Experience of working in Supported Accommodation • Experience of rent and service charge collection
Knowledge	<ul style="list-style-type: none"> • Knowledge of the Homelessness Legislation particularly the 2002 Homelessness Act. • Must be able to work under pressure and sometimes having to deal with individuals or subject matter that can be emotive and demanding. • Excellent written and verbal communication skills, previous experience in working with service users who speak a different language. 	<ul style="list-style-type: none"> • Knowledge of broader current issues in meeting housing needs • Working knowledge of the issues faced by disadvantaged / vulnerable people

	<ul style="list-style-type: none"> • Ability to use IT systems and software and have a good working knowledge of Microsoft Word, Excel, and Outlook. 	
Skills	<ul style="list-style-type: none"> • Negotiation skills • Ability to empathise • Ability to work with discretion, integrity and confidentially. • Strong written and verbal communication skills with the ability to communicate effectively using telephone, face to face, written and electronic methods including use of Office and databases 	<ul style="list-style-type: none"> • Ability to speak another language i.e. Arabic, Farsi, Somali etc. • Ability to interact with service users and team members
Personal Attributes	<ul style="list-style-type: none"> • A commitment and desire to support refugees with their integration in the UK • A commitment to Equality and Diversity principles • A commitment to the professional representation of ACH 	

Due to the nature of this post, an enhanced DBS check will be undertaken for successful applicants, but only with their prior consent.

Applicants need to have right to work in the UK to be considered for this role.

How to apply

To apply please complete our application form on our website. Due to the nature of this post, an enhanced DBS check will be undertaken for successful applicants, but only with their prior consent. Applicants need to have the right to work in the UK to be considered for this role.