

Housing Operations Officer

Introduction

There is a wide range of jobs concerned with local government housing and at different levels. Local authority housing departments provide housing and flats to rent. They also manage sheltered housing, hostels and other authority owned properties. Most of the posts come under property services and every type of authority except for county councils has them. But this particular job can be found in the environment services, too.

Housing management is not a straightforward issue and there are many different elements to the service – assessing local housing requirements and the needs of special groups, ensuring minimum standards of repair and maintenance, monitoring tenancy agreements and rent levels and so on.

Housing operations officers provide and manage the landlord service from neighbourhood housing offices.

This is a good career step from property services posts such as neighbourhood housing manager.

Work Environment

The work is almost entirely office based but there will be occasional local and regional travel to meetings and neighbourhood housing offices and well as various council housing estates.

There are some site visits to be made and the standard working week is 37 hours.

Daily Activities

Most of the time housing operations officers work on developing new policies and strategies to ensure that there is an efficient landlord service at each of the neighbourhood housing offices. They are always looking for improvements. This entails making sure that each office has adequate support to provide a proper service.

Officers will be involved in tackling special problems such as burglary, racial incidents and protection of the homeless. They will liaise with landlords and other agencies such as the police, neighbourhood watch and community groups to find ways of solving them. It will also bring them into contact with a great many other housing staff and individual customers.

The overall aim is to strengthen the hand of the individual landlord while, at the same time, protect the interests of the tenants – for the sake of the whole community.

Skills & Interests

To be good at this job you would need:

- practical ability
- attention to detail
- caring nature
- project management ability
- confidence
- to be able to get on with people from different backgrounds
- IT skills
- good oral and written communication skills
- to be a team worker and work on your own initiative
- to have a non-judgmental approach to vulnerable members of society.