



# COASTAL HOUSING GROUP

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Senior Housing Officer  
£30,027 - £35,325

**Job Title:** Senior Housing Officer

**Place of work:** Swansea/Neath/Port Talbot/Bridgend

**Hours of work:** 35 hours per week

**Salary:** £30,027 - £35,325 per annum

## About Coastal

At Coastal we're a team in the truest sense of the word. We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 300 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

Coastal's vision is to provide homes and services that enable our tenants to thrive and the communities we serve to prosper, supported by growing our social business and extending the reach of our homes and services.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with customers and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for customer focus, innovation and sustainability.

## Job Context

Coastal has a long history of working in a systems thinking way and we continue to be committed to it. This means we design how we work to deliver maximum value (as defined by people we serve), we seek to remove waste and bureaucracy and we use method and measures to study 'how the work works'.

The community housing teams are split into geographic areas and each community housing manager has the responsibility for the service within their "patch"

## Purpose of Role

The community housing teams have the day-to-day responsibility for ensuring that all applicants and tenants of Coastal Housing Group receive an excellent service.

The community housing teams provide a generic service and pull in specialist expertise when required. At Coastal we have 3 Community Housing teams that are each responsible for an area.

You will have the day-to-day responsibility for the work of the Community Housing Officers, and Housing Assistants within your team. The work of the team includes the letting of the properties, collecting rents and ensuring that tenancies are sustainable and the people we work with are able to live their good life.

The community housing officers have the day-to-day responsibility for delivering on the following within their patch:

- Allocations & letting of vacant properties
- Rent management
- Anti-social behaviour/Good life

As a senior housing officer, the focus is on:

- Helping the community housing officers to stick to principles
- Working collaboratively to solve problems that their team members can't solve themselves
- Ensuring that decisions are based on knowledge and data, not opinions or assumptions
- Ensuring that the quality of service delivered within the teams is consistent and of a high standard
- Ensuring the team members are adequately trained and have the knowledge and experience to deliver an outstanding housing management service.

## General Responsibilities

- Ensure an excellent standard of housing management is provided to all applicants and tenants within the community you are responsible for.
- Preserve systems thinking as the method for improvement, leading by example:
  1. Performance is driven by the systems we design and the thinking that underpins these
  2. Purpose, measures and method need to be clearly defined
  3. Understanding demand, identifying value and analysing the flow of work are central to the method
  4. We use the cycle of 'check, plan, do' when studying a system and experimenting with new ways of working
- Provide outstanding leadership and management of the community housing officers,

ensuring high levels of communication, collaboration and cooperation.

- Embody the organisation's values and model appropriate leadership behaviours at all times and in all areas of accountability.
- Champion the use of restorative and asset based approaches and enable a culture of high support/high challenge across all activities, duties and functions.
- Have an awareness of own personal development needs and team members. To actively seek to keep up to date with any changes in legislation, regulation and policies. To recognise and identify any skills gaps in the team and address accordingly through a variety of means.
- Ensure adequate cover is provided by the team at all times.

### **Workplace Responsibilities**

- Comply with Health and Safety regulations and the Group's working procedures
- Treat colleagues, clients and stakeholders in a fair, non-discriminatory way

This is not exhaustive and may change to meet the needs of the Group

Essential

Desirable

## Job title Person Specification

Education, Qualifications & Training		
✓	✓	<ul style="list-style-type: none"> <li>▪ A relevant degree</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Evidence of ongoing continuous professional development</li> </ul>
	✓	<ul style="list-style-type: none"> <li>▪ Chartered Institute of Housing membership</li> </ul>
Professional Knowledge & Experience		
✓		<ul style="list-style-type: none"> <li>▪ Proven success in a position of leadership</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Extensive knowledge of providing a housing management service</li> </ul>
	✓	<ul style="list-style-type: none"> <li>▪ A practical understanding of experience in implementing systems thinking within a service organization</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Knowledge and understanding of housing needs and the importance of building and sustaining strong communities</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Functional experience of housing, the current market and its customers</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Experience of operational planning and policy implementation</li> </ul>
Skills & Abilities		
✓		<ul style="list-style-type: none"> <li>▪ Good team building and facilitation skills</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Flexible, adaptable and a good listener</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Team player with an open and honest manner</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Ability to work autonomously and experience of project management</li> </ul>
	✓	<ul style="list-style-type: none"> <li>▪ Ability to communicate in Welsh</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Good analytical skills and an ability monitor measures</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Diplomatic and able to handle matters sensitively</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Excellent interpersonal skills, with the ability to communicate clearly and with influence, in writing, verbally and numerically</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Excellent IT skills, with the ability to understand and report on business information and measures.</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Report writing and presentation skills; able to explain complex matters simply</li> </ul>

Qualities		
✓		<ul style="list-style-type: none"> <li>▪ Able to recognise and adhere to professional boundaries</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Resilient and able to adapt and help shape change</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Self-aware and committed to own CPD as well as that of the team</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Ability to develop a culture of high performance, innovation, creativity and learning</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Able to foster a culture of continuous development and improvement by encouraging and responding to contributions from all levels of the organization and customer groups</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Ability to network and build positive working relationships and partnerships with a wide range of stakeholders</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Able to work under pressure and public scrutiny and deliver results to tight deadlines</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Credible, inspiring, approachable with outstanding interpersonal skills</li> </ul>
Flexibility & Commitment		
✓		<ul style="list-style-type: none"> <li>▪ Committed to attending some evening and weekend meetings and events as required</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Willing to contribute to and be actively involved in engagement activities and events</li> </ul>
Requirements		
✓		<ul style="list-style-type: none"> <li>▪ Full driving licence and access to a car</li> </ul>
✓		<ul style="list-style-type: none"> <li>▪ Clear enhanced disclosure and barring service check (DBS)</li> </ul>