



Creating great homes together

Role Profile

Position

Housing Officer

Reporting to

Housing Team Leader

What you can expect

We're a magnificent place to work, where talented and ambitious people enjoy rewarding, purposeful and fulfilling careers in an inspirational environment.

- At Magna, we are committed to your growth and professional journey. We offer ample opportunities for further training and development, empowering you to excel in your career. Our comprehensive benefits package underpins our commitment to your well-being and includes a generous Pension Scheme, Health Care Cash Plan, Wellbeing Portal and Employee Assistance Program. These resources are designed to support both your mental and physical health, ensuring your success in both personal and professional aspects of life.
- We actively support our local communities and encourage employee involvement by offering one paid day per year for volunteer activities alongside access to Credit Union facilities and Colleague Voice. You will also benefit from Company Sick Pay and a competitive annual leave entitlement, which increases progressively with your length of service over the first five years.
- Unique opportunity to become part of a team of housing professionals committed to delivering an excellent customer experience.
- A challenging yet equally rewarding role within a fast-paced working environment.
- The opportunity to work collaboratively with colleagues across your Region delivering services that make a real and positive difference to our customers and communities.
- The opportunity to help us achieve our customer experience ambitions – right service, right time, first time.
- This role will be based in the community with home working and some collaboration time in the office.

What you are known for

- You go the “extra mile” for customers and colleagues.
- You do what you said you would when you were going to do it.
- Flexible to meet the needs of the customers and Magna.
- Give the right information at the right time, considering the needs of the customer.
- Take advantage of new technologies and want to understand how they can help perform your role.
- You communicate clearly and concisely.
- Take ownership and see things through to completion.

What you take care of

- As a Housing Officer you will work as part of a Home Services Region to support customers in your patch, ensuring our customers are able to maintain and sustain their tenancies.
- You will manage tenancies and estates in accordance with current tenancy agreement and other relevant legislation.
- Deal with tenancy breaches relating to property condition and nuisance ensuring that referrals are made to support services where appropriate and enforcement action is progressed where necessary.
- Facilitate, promote and arrange mutual exchanges.
- Undertake planned neighbourhood inspections
- Carry out Fire Risk Assessments and action recommendations.
- Take proactive action to deal with abandoned properties.
- Investigate allegations of tenancy fraud.
- Offer support and deal with emergency and planned decants.
- Deal with permission requests.
- Work in partnership with external agencies to support customers to maintain their tenancies.
- Work collaboratively with the home moves team to ensure properties are re-let within target times and that new developments are let at handover.

What you need to be successful

- You will be customer and community focused. Ideally you will have a minimum of one year working in housing management or related field.
- You will ideally have knowledge of housing law & legal processes in relation to tenancy management issues and preparing legal paperwork.
- You will ideally have experience of property condition cases, hoarding and estate management
- You will ideally have experience of dealing with mutual exchanges or be able to demonstrate a clear understanding of the process.
- Experience of discussing tenancy conditions with tenants and investigating possible breaches of tenancy.
- Excellent communication skills and the ability to keep accurate records. You will have the ability to present findings to internal and external stakeholders. The ability to communicate confidently and effectively in a range of situations.
- The ability to represent Magna at professional meetings and conferences.
- A full driving licence and you will live in a commutable distance from your patch.

Qualifications required

Applicants with transferrable skills are encouraged to apply.

- Relevant experience is required. There are no mandatory qualifications necessary for this role.

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