

SERVICE OFFICER

Outline of the duties in line with performance framework

The role of a Service Officer is to provide a front-line housing management / enhanced housing management service to residents in our sheltered accommodation.

Service Officers are site based and work from their designated scheme office and are responsible for the following:

- Viewings and tenancy sign ups
- Tenancy management
- Maintaining tenant records on our housing management system
- Offering signposting and referral support to external agencies
- Basic benefit and income maximization advice
- Weekly H&S checks – fire detection, emergency lighting etc as required at each scheme
- Weekly site H&S inspection
- Safeguarding referrals and reporting of accidents, incidents & near misses on site
- Tenant welfare checks
- Tenant meetings
- Liaising with external agencies to support tenancy sustainment
- Reporting of communal repairs, and dwelling repairs if the tenant needs assistance with this
- Liaison with colleagues to ensure the site is maintained to a safe and acceptable standard, eg reporting back on outstanding repairs, quality of cleaning & grounds maintenance etc

This list is not exhaustive but gives an idea of the responsibilities and tasks undertaken by the Service Officers. We have a separate Income recovery team that manage the rent accounts, an ASB team that offer support and guidance with ASB and manage our complex cases, a Lettings Co-ordinator that manages the nomination & allocation process, and a resident engagement team that arrange events and activities and offer support to the schemes on how to involve tenants in service improvements.