



Arcon Housing Association Limited  
12 Lloyd Street  
Manchester  
www.arcon.org.uk  
Telephone 0161 214 4120  
Fax 0161 214 4121  
email: david.lovelady@arcon.org.uk

Our Ref : DL/KM-009

Your Ref:

Our Ref : DL/km

Dear Sir/Madam

### **Housing Officer Vacancy**

Thank you for your interest in Arcon Housing Association and I am pleased to enclose your recruitment pack which comprises:-

- (1) Application form and Equal Opportunities Monitoring Form.
- (2) Job Description.
- (3) Person Specification
- (4) Statement of Association's Values and Objectives.
- (5) Organisation structure.

Please complete and return the application form to the address above by no later than the closing date of 23<sup>rd</sup> July 2014. You are advised to complete the application form in full, clearly addressing all of the areas described in the Job Description and Person Specification.

Once your completed application form has been received, we will write to you again after shortlisting has taken place. For any further information please contact Karen Moore at the address above.

I look forward to receiving your completed application.

Yours sincerely,

***D. Lovelady***

D. Lovelady, Housing Director  
Encs

Job Description: **Housing Officer**

General purpose of job:

To assist in the management of the Association's properties and to provide support and advice to tenants consistent with the Association's policies, objectives and procedures.

Accountable to : Housing Director.

#### Main Duties – **Income Management**

- Monitor rent arrears – follow the arrears policy to take the appropriate action. Attend regular arrears meetings.
- Set up & update payments methods & take payments for tenants using the association's online payments system (currently ALLPAY) Set up new direct debits and adjust existing ones for rent increases.
- Assist tenants to maximise income for rent – complete housing benefit (HB) assessments to check entitlement. Sign post or make referrals for debt/money advice where appropriate.
- Assist tenants to claim HB, use online application systems, change of address, both paper and electronic applications & verification.
- Serve NSPs and make applications to court using the online PCOL system, prepare and represent the association at possession & stay hearings in County Court.
- Attend with the county court bailiff any evictions.

#### Main Duties – **Tenancy Management**

- Monitor reports of antisocial behaviour (ASB) – follow the ASB policy to take the appropriate action. Be aware of working in partnership with local police, community safety teams and other associations.
- Monitor reports of other breaches of tenancy and take the appropriate actions
- Be aware of other partnership working and be prepared contribute to them; e.g. MARAC, CAFF, neighbourhood warden schemes.

- Identify & refer tenants in need to external tenancy support services. Assist tenants in accessing services specific to them; e.g. adaptations.
- Manage all mutual exchange applications using Arcon's procedure. Assist our tenants to find other tenants who may want to exchange properties by promoting homeswapper & other swapping options.

#### Main Duties – **Allocations & Lettings**

- Approve Arcon applications & confirm their banding according to the allocations policy.
- Market void properties to find suitable tenants using our own waiting lists, local & regional choice based lettings schemes, whilst meeting our local authority nomination targets.
- Visit prospective tenants, complete home visits, view void properties, and complete all sign up paperwork creating a new tenancy.
- Attend the weekly void meeting & update on the progress of all voids on your patch.

#### Main Duties – **Property Management**

- To supervise the work of all caretakers, cleaners, landscape maintenance contractors and ensure all properties are properly maintained and managed.
- Liaise with other departments & external agencies at all stages of a new build development.

#### Main Duties – **Tenant Participation**

- Arrange & attend estate walkabouts and scheme meetings. Produce an action plan and send this to all tenants.

#### Main Duties – **Misc.**

- To carry out any other management functions as directed by the Housing Director.

- Attend team meetings and from time to time other internal meetings as and when directed; e.g. Value for Money Group, IT group, Welfare Reform Group.
- Attend external meetings as and when directed; e.g. housing benefit liaison meetings, Manchester Homefinder, Pinpoint and any Local Authority Meetings.



**Arcon Housing Association Ltd**  
12 Lloyd Street  
Manchester  
M2 5ND

**Tel :** 0161 214 4120  
**Fax :** 0161 214 4121  
**Email** enquiries@arcon.org.uk

REF NO (Office use only)
-----------------------------

# APPLICATION FORM

**APPLICATION FOR THE POSITION OF :**

## **PERSONAL DETAILS**

Surname: \_\_\_\_\_

Other Name(s): \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Post Code: \_\_\_\_\_

Telephone No (Home): \_\_\_\_\_ Work: \_\_\_\_\_

May we telephone you at work? \_\_\_\_\_

Do you hold a valid driving licence? \_\_\_\_\_

## **MEDICAL DETAILS**

Do you suffer from any illness which may affect your work? \_\_\_\_\_

If Yes, please give details: \_\_\_\_\_

\_\_\_\_\_

If you have a disability please tell us about any adjustments we may need to make to assist you at interview \_\_\_\_\_

**EDUCATION AND QUALIFICATIONS**

Please give details of secondary/further education:

School/College/University		Examinations passed

Please give details of any further qualifications obtained and/or other relevant training:

---

---

---

**EMPLOYMENT EXPERIENCE**

Please give details of your current employment :

Name of Employer : \_\_\_\_\_

Address : \_\_\_\_\_

---

Date Employment Commenced ..... / ..... / .....      Current Salary: \_\_\_\_\_

Present Position : \_\_\_\_\_

Please give a brief description of the job and your responsibilities. Please give your reasons for seeking new employment: (Please continue on a separate sheet if necessary)

---

---

---

---

---

**EMPLOYMENT EXPERIENCE (Continued)**

Please give details of previous employment, placement or relevant voluntary work, commencing with most recent :

<b>Name and Address of Employer</b>	<b>Position Held</b>	<b>From/To</b>	<b>Brief description of your duties and reason for leaving</b>

(Please continue on a separate sheet if necessary)

**FURTHER INFORMATION**

Please give any further relevant information, including why you are interested in this position and the qualities you feel you can bring to the job. Please describe any voluntary activities that might be relevant to your application.

---

---

---

(Please continue on a separate sheet if necessary)

**AVAILABILITY**

Please give any times when you are not available for interview: \_\_\_\_\_

When would you be able to take up a new appointment? \_\_\_\_\_

**REFEREES :**

Please give details of two referees (one should be your present or latest employer). References will not be taken up until an offer of employment is being considered.

NAME : \_\_\_\_\_ NAME : \_\_\_\_\_

ADDRESS : \_\_\_\_\_ ADDRESS : \_\_\_\_\_

\_\_\_\_\_

OCCUPATION : \_\_\_\_\_ OCCUPATION : \_\_\_\_\_

TEL NO : \_\_\_\_\_ TEL NO : \_\_\_\_\_

I declare that the information contained in this application is correct.

Signed : \_\_\_\_\_ Date : \_\_\_\_\_

Where did you see/hear of this vacancy? \_\_\_\_\_





# EQUAL OPPORTUNITY IN EMPLOYMENT QUESTIONNAIRE

The Association would be grateful if you could insert the relevant code number in the following box and return the form to  
Arcon Housing Association Ltd, 12 Lloyd St, Manchester M1 5ND

<b>Ethnic Origin</b>

CLASSIFICATION 1	CLASSIFICATION	CODE
<b>WHITE</b>	British	1
	Irish	2
	Other	3
<b>MIXED</b>	White & Black Caribbean	4
	White & Black African	5
	White & Asian	6
	Other	7
<b>ASIAN OR ASIAN BRITISH</b>	Indian	8
	Pakistani	9
	Bangladeshi	10
	Other	11
<b>BLACK OR BLACK BRITISH</b>	Caribbean	12
	African	13
	Other	14
<b>CHINESE OR OTHER ETHNIC GROUP</b>	Chinese	15
	Other	16

Do you consider yourself to be disabled?    Yes        No   

If you have stated yes, please give further details of your disabilities and any specific arrangements you may require

.....

.....

.....

.....

## **PERSON SPECIFICATION**

### **HOUSING OFFICER**

#### **Personal Qualities and Skills**

1. Ability to communicate clearly and concisely both verbally and in writing.
2. Ability to prepare and interpret numerical data and to explain it to others.
3. Be self-motivated and able to manage and organize own time and workload with minimum supervision.
4. Committed to the principles of customer service and resident involvement.
5. Excellent inter-personal skills.
6. To work as a flexible and active team member and contribute to problem solving.
7. To remain calm and confident in stressful situations, dealing with tenant enquiries in a professional manner.
8. Good I.T. skills.

#### **Work Experience**

1. Understanding of Housing Benefits and other welfare rights.
2. Managing and controlling rent arrears.
3. Letting void properties and minimizing void rent loss.
4. Relevant experience in a housing management position, dealing with tenants on a daily basis.

#### **Qualifications**

1. Studying for or have a relevant qualification.
2. Educated to 'A' level or equivalent.



## VALUES & OBJECTIVES

Arcon Housing Association seeks to provide homes for those in housing need where they may live with pride and dignity.

Our aim is to provide a quality housing management service by ensuring that our properties are well maintained, that empty properties are re-let without delay and that the rent is paid promptly. This ensures that our tenants have a quality home and that the Association sustains its investment in the future.

With these values in mind, the Board has set the following strategic objectives:-

- Housing people in housing need in liaison with local authorities, care providers and other agencies
- Maintaining and investing in properties to achieve the highest standards
- Keeping rents and other housing costs for those in housing need at affordable levels
- Maximising rent collection and minimising rent losses through properties being void
- Investing in new sustainable developments and business opportunities
- Improving and enhancing the quality of service delivery whilst maintaining a strong financial position and delivering value for money
- Ensuring the effectiveness of resident scrutiny and resident involvement in decisions that affect their homes
- Investing in communities, neighbourhoods and people and promoting good relations with suppliers, contractors, agents, local authorities and other partners
- Ensuring the continued committed involvement of well trained, skilled and experienced Board and Committee members and staff



# ARCON HOUSING ASSOCIATION LTD

## Staff Structure 2013

