

## **Position: Housing Officer (Part Time)**

Location: Hybrid Hours: Part time, 21 hours per week over 3 days

Salary: £27,000 pro rata

Reporting to: Director of Finance and Housing

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### **The Organisation**

Aurora Nexus provides high quality support to people with autism and with learning disabilities, and their families, through a network of services across South London. As we work towards our vision for an inclusive society where every individual with autism and/or with learning disabilities can thrive as part of their local community, the effective communication of our work, achievements and the positive impact it has on the lives of those it supports is of huge importance.

### **Main Purpose and Scope of the Role**

An opportunity has become available for a part time Housing Officer to work within the Housing team to provide comprehensive housing management on behalf of a registered landlord and tenancy support. The role will be hybrid, with the office based at Deptford, with travel around the properties for inspections, meetings, audits and property monitoring and tenancy support.

### **Role requirements**

- Work with the local authority, support provider and any other partners in the referral process and complete the necessary sign up documents
- Support tenants to understand their rights and responsibilities as set out in their tenancy agreement.
- Prepare and manage rent schedules for individual tenants, ensuring maximum rental income for Aurora Nexus and also to ensure tenants are receiving their correct benefits
- Ensure tenants do not get into rent arrears, providing quarterly statements
- To ensure rents are reviewed at least every yearly with the Director of Finance
- Visit and inspect 3rd party housing management schemes where we do not provide the support on a monthly basis and the internal schemes where we do provide the support on a quarterly basis.
- Undertake, in liaison with tenants and support providers, health and safety checks and risk assessments
- Receive requests for and pro-actively identify necessary repairs, ensuring that these are logged and their progress monitored. To take all actions necessary to ensure the timely completion of repairs.
- Liaise as appropriate with tenants, support provider, partner housing associations and directly as necessary with repairs contractors.
- Support tenants and the support provider in effectively managing each property's maintenance and communal services budgets.

- Purchase any necessary communal furnishings and white goods within the schemes' budget and keep up to date records of all purchase and guarantees
- Complete the necessary monitoring forms and reports required by the housing management agreement with the registered provider
- Ensure all housing related monitoring systems are used consistently throughout each scheme.
- Ensure all housing related information, including all correspondence, is communicated to tenants in a format which is accessible to them.
- Undertake any appropriate duties as may be reasonably required, on either a short-or long-term basis.

**The successful candidate:**

- Should have at least 1-year experience of working as a housing officer
- Should understand housing law
- Should have previous experience of tenancy sign ups
- Should own a car and can drive to services
- Should have a keen eye for detail and accuracy
- Should have the ability to work well as part of a team, but also able to work from their own initiative.
- Should have clear communication skills, both written and orally.
- Should have an enthusiastic, can do approach to their work

**Benefits:**

- Company pension
- Cycle to Work scheme
- Sick pay
- EAP
- Season ticket loan

**If you have any questions or would like further information about the role, please contact Fahmeeda Amode; [Fahmeeda.amode@aurora-nexus.org](mailto:Fahmeeda.amode@aurora-nexus.org).**

**To apply for the role please submit a CV and covering letter that clearly sets out how you will meet the key aspects of the role to [Recruitment@aurora-nexus.org](mailto:Recruitment@aurora-nexus.org).**