

JOB DESCRIPTION



JOB TITLE: Housing Partner

REPORTS TO: Area Housing Manager

RESPONSIBLE FOR: No Direct line management responsibility

Who are Accent?

We own around 20,000 houses across the North, East and South of the country. They are home to over 35,000 customers. We exist to improve lives, providing people with high quality homes, affordably. Whatever their housing need, whether family, single, older or more vulnerable – our customers come first. They are always at the very heart of our business.

If you feel great about putting customers first, then we feel great about you joining the Accent team.

And we are a team. We live and breathe our values – we are Smart, we are Driven, we are Caring and we are Inclusive – are you? If you can do what's right and challenge what you think is wrong, relish the opportunity to work with some fabulous colleagues to improve the customer experience and make sure we keep to our promises, then you are the person we are looking for.

Come and join us and start your own journey with Accent. We aim to be number one, and you could help us get there.

As a Housing Partner, a summary of your role involves:

You are the first point of contact for our customers and responsible for the quality of their experience with the Accent Group. You will be a visible presence within your patch demonstrating engagement with your customers to ensure that they receive a “best in class” customer experience in line with the Accent Group's values.

The key focus of this role is the effective management and maintenance of tenancies and estates within your patch, including allocations and lettings, arrears recovery, the management of anti-social behaviour and customer complaints. We want our people and our customers to be proud of the services and homes we provide, and this role is key to achieving this goal.

Key Responsibilities:

- Responsible for new tenancy sign ups in accordance with Accent's Allocations and lettings policy and procedure.
- Supporting customers with changes to their tenancy (incl. tenancy successions, transfers, mutual exchange and assignment).
- Proactively engage with customers to address rent and service charge arrears ensuring all stages of arrears recovery are followed and customers are supported to reduce their arrears before legal action is taken.
- To empathetically respond to tenancy breaches including anti-social behaviour (ASB) reports, utilising a range of tools and working with relevant partners to minimise the impacts of ASB.
- Undertake annual tenancy checks to ensure customers are adhering to their tenancy agreements, support tenants at the end of their tenancy to ensure quick and effective void turnaround and promoting a debt free culture.
- Utilise appropriate legal remedies to ensure tenancies are ended efficiently and in line with legal and regulatory requirements when necessary.
- Ensure that our customers are safe in their homes and communal areas and



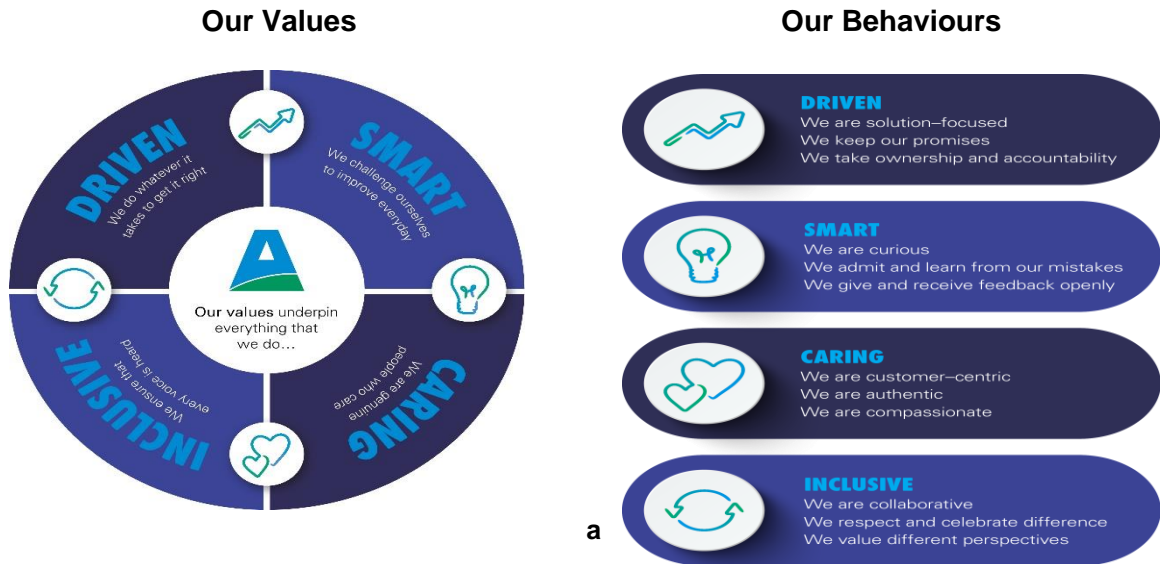
working proactively with customer safety colleagues to ensure we meet regulatory and legal requirements in relation to fire, gas, electrical safety and water hygiene.

- Establish and maintain strong working relationships, at an operational level, with the DWP, debt charities and other related agencies to ensure that income collection targets are met or surpassed.
- In line with Accent Group's Estate Procedures ensure that regular estate inspections are undertaken, identify service failures and present findings to the contract department.
- Deal promptly and creatively with any reports of fly tipping, overflowing bins, abandoned vehicles.
- Contribute to the preparation and setting of annual service charge budgets, ensuring communal services are delivered within agreed budgets and consult with customers in relation to service charges.
- Work collaboratively and proactively with property services colleagues to ensure the efficient turnaround of empty homes to minimise void loss, ensure best use of housing stock, creative solutions to allocate hard to let properties and ensure successful handover and allocation of new build homes.



What you'll bring:

We'll expect you to be part of the team and deliver your service in line with our values and behaviours



The must haves:

- Previous experience of delivering a quality housing management service within a social housing context and understanding of the various workstreams relevant to tenancy and neighbourhood management.
- A proven track record of utilising a multi-agency approach to anti-social behaviour management and an understanding of the range of tools available to tackle ASB.
- A working knowledge of rental income collection and an understanding of legal processes relating to income collection.
- You will be a consistent high performer and be passionate about delivering high quality services while taking full ownership of your “patch”.
- Driven to work independently and as part of a team with previous experience of cross-departmental working.
- An understanding of safeguarding within a housing context.
- You will have excellent communication skills able to communicate with multiple stakeholders and multiple levels.
- You will be able to demonstrate your resilience and ability to deal positively with change.
- Ability to work under pressure and thriving on challenges to achieve positive outcomes for customers while maintaining accuracy and high performance.
- You will be flexible in your approach to work, including where you work (on Site or office) and when you work (sometimes we may need to work outside of usual office hours).
- Full UK driving licence and access to a vehicle for business use with the willingness and availability to travel.



The added extras:

- Ideally, you'll be qualified to Level 3 in a relevant subject e.g. CIH or be willing to work towards achieving this.
- You'll have experience of working with external partners proactively, developing successful working relationships for the benefit of customers.
- You'll be confident to adapt your approach to ensure that all our services meet our customers' varying needs.
- Knowledge of GDPR and handling of customer data.
- You'll be an active member of the Chartered Institute of Housing (CIH).

We all have our part to play

- We're committed to our vision and demonstrate behaviours which are in line with our core values.
- We ensure that all aspects of our work are delivered with a customer focus to all internal and external users in line with our internal/external service offer.
- We uphold our commitment to inclusion, equality and diversity.
- We're aware of our personal responsibilities regarding health and safety and ensure that our Health & Safety policies are adhered to in all aspects of our work.
- We treat all data with respect, ensuring we only use it for the correct purpose and is handled safely and securely.
- We promote and achieve Value for Money (VfM) within our areas and across the organisation.

This job description is intended to give the post holder an appreciation of the role envisaged and the range of duties and responsibilities to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals. The post holder will be required at all times to perform any other reasonable task, as requested by the Line Manager in order to meet the operational needs of the business.

Signed: _____

Name: _____

Date: _____

