

HARBOUR Job Description

Job Title	Housing Support Officer Up to 40 hours per week
Reporting relationship	Reports to: Service Manager
Reports	Line manages: Cleaner
Location	Tees Valley (Hartlepool & Stockton) Or Northumberland
Overall purpose	To ensure Harbour provides safe, quality accommodation to those affected by domestic abuse. To ensure the sustainability of the accommodation through minimising voids and maximising rent collection.
Principal responsibilities	<ol style="list-style-type: none"> 1. Provide a supportive and effective housing management service to clients living in Harbour properties 2. Work with support team colleagues to ensure a seamless service to clients living in Harbour properties 3. Ensure residents have an appropriate agreement to reside in the property and understand their obligations to pay rent and/or service charges. 4. Oversee the collection of rent and service charges, maintaining appropriate records. 5. Liaise with Finance team to ensure rent records and income are reconciled and accurate. 6. Ensure residents are supported to apply for any appropriate benefits and /or funding in conjunction with support team colleagues 7. Manage cases of rent/service charges arrears in line with Harbour's Rent Protocol. 8. Contribute to the annual review of rents and service charge setting. 9. Maintain effective relationships with statutory authorities in relation to the payment of benefits. 10. Ensure all communal areas within refuges and other properties are well managed, welcoming, safe, and clean. 11. Supervise the programme of cleaning throughout communal and office areas of the refuge and dispersed properties. 12. Supervise the swift turnaround of empty units to minimise void periods and achieve income targets 13. Organise the purchase of any replacement items from properties including those needed to prepare a unit for occupation. 14. Oversee the reporting and resolution of property repairs in line with policies, procedures & the management agreements in place. 15. Conduct and record health and safety compliance checks for Harbour properties

This job description describes the main purpose & outcomes for the post. It is a guide to the nature and principal duties as they exist currently, but is not intended to be comprehensive or permanent, nor does it form part of the contract of employment.

	<p>in line with policies and management agreements.</p> <p>16. Work with colleagues to maintain a safe and healthy working environment</p> <p>17. Maintain relevant records and prepare performance reports as required</p> <p>18. Utilise evaluation and monitoring systems to ensure high standards of service are consistently achieved</p> <p>19. Always ensure personal safety and that of other staff</p> <p>20. Day-to-day supervision of cleaner to ensure the housing management service is supportive and effective.</p> <p>21. Such other duties as may be required in line with the job role.</p>																								
Practical Requirements	<p>The role will involve occasional evening and weekend work.</p> <p>The post holder needs to be able to travel to Harbour's refuges and other properties within the designated area.</p>																								
Remuneration package	<p>SALARY £10.80/hour</p> <p>PENSION Harbour will contribute to a defined contribution pension scheme.</p> <p>HOLIDAYS</p> <table border="1"> <tr> <td>First & second year</td> <td>24 days + public holidays</td> </tr> <tr> <td>Third full holiday year</td> <td>26 days + public holidays</td> </tr> <tr> <td>Fourth full holiday year</td> <td>29 days + public holidays</td> </tr> </table> <p>All holidays quoted for full time posts and are applied pro-rata for part time posts</p> <p>EXPENSES Mileage for business travel paid at £0.40/mile for the first 4000 miles, then 25p/mile.</p> <p>SICK PAY</p> <table border="1"> <thead> <tr> <th>Years of Service</th> <th>Full pay period</th> <th>Half pay period</th> </tr> </thead> <tbody> <tr> <td>Less than 1 year</td> <td colspan="2">Statutory Sick Pay</td> </tr> <tr> <td>One to two years</td> <td colspan="2">Statutory Sick Pay</td> </tr> <tr> <td>Two to three years</td> <td>1 months</td> <td>1 months</td> </tr> <tr> <td>Three to four years</td> <td>2 months</td> <td>2 months</td> </tr> <tr> <td>Four plus years</td> <td>3 months</td> <td>3 months</td> </tr> </tbody> </table>	First & second year	24 days + public holidays	Third full holiday year	26 days + public holidays	Fourth full holiday year	29 days + public holidays	Years of Service	Full pay period	Half pay period	Less than 1 year	Statutory Sick Pay		One to two years	Statutory Sick Pay		Two to three years	1 months	1 months	Three to four years	2 months	2 months	Four plus years	3 months	3 months
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