



Dimensions Cymru Housing Advisor

Job Description and Person Specification

Job title: Housing Advisor (Wales)

Accountable to:

Housing Services Manager, Dimensions UK Ltd (line manager).

Regional Managing Director, Dimensions Cymru.

Financial Controller, Dimensions Cymru and West Region

Purpose of the role

This role will provide housing management advice and support to people living in properties owned by Registered Social Landlords (RSL's) where Dimensions Cymru provides the support and acts as Managing Agent to the Landlord. The role will be responsible for the coordination and delivery of responsibilities delegated to Dimensions Cymru by Housing Associations via Management Agreement. The post-holder will act as a link between Housing Associations, relevant external stakeholders such as Housing Benefit Departments and Dimensions UK. The post-holder will be required to work across Dimensions Cymru and will be based at home with access to our Cardiff Office.

Key tasks, responsibilities and outcomes

Core Duties

- Delivering high quality customer services to the people we support.
- Carrying out scheme visits and collation and evaluation of quarterly and annual monitoring returns.
- Providing direct housing management in line with the Service Level Agreements.
- Deputising for the Housing Services Manager in matters pertaining to Housing Management and as otherwise requested by the Manager.

- Forging strong and effective partnerships, including positive resident involvement and community engagement.
- Introduce new housing policies, procedures and systems
- To provide advice and assistance on all housing management issues in the region.

Partnerships

- Build strong and effective partnerships with partner organisations including the Registered Social Landlords, their subsidiary companies and contractors.
- Work with partner RSLs to complete annual property reviews / surveys and proactively manage information exchange and communication between the parties
- Liaise with landlords in regards to reports of tenancy breaches such as anti-social behaviour and agree potential actions. Support to implement agreed actions such as warnings, notices, etc.
- Liaise with partner RSL's planning for new occupancy contracts replacing all tenancy agreements in Wales and plan for potential implications of this
- Be responsible for jointly reviewing Management Agreements with partner RSL's and ensure adherence to agreements by both the Landlord and the Agent
- Liaise with partner RSL's to ensure all tenants have appropriate occupancy agreements in place.
- Liaise with external stakeholders such as Housing Benefit departments, council tax departments, Occupational Therapists and Telecare Operators as required.

Housing Management

- Collate rent uplifts and service charge spend increases each year and ensure their correct implementation in collaboration with the finance team and partner RSL's. Be responsible for providing accurate uplift information to relevant parties and agencies including Housing Benefit (HB) teams, RSLs, appointee's & deputies and where applicable tenants.
- Monitoring rent and service charge arrears, and work with support colleagues, HB teams, RSL's and finance teams to resolve issues. In conjunction with partner RSL agree any action to be taken against occupancy agreement and provide support to the RSL / tenant / support colleagues with actions.
- Completing Housing Benefit applications and providing supporting information, liaising with appointees and support colleagues as necessary. Act as the point of contact for HB teams with regards to any queries or issues that arise.
- Be responsible for carrying out an annual property visit, discussing with tenants & support teams any potential issues with property, escalating where necessary to partner RSLs / contractors. Ensure services provided e.g. gardening, window cleaning are in accordance with service charges and are not duplicated with HA.

- Liaise with support colleagues to ensure gas and electric meter readings are taken quarterly and recorded.
- In partnership with payments team work to resolve any issues with utility payments
- Promote tenant participation and engagement both within Dimensions and on behalf of partner RSLs

Maintenance and Compliance

- Liaise with RSL maintenance teams / companies / contractors to escalate concerns where repairs are not carried out in a timely manner, or to a poor standard and agree solutions to challenges.
- Liaise with RSL Health & Safety (H&S) teams & contractors to ensure that all adaptations are planned and managed effectively between all parties including ensuring decant grants are applied for and limitations communicated and, where necessary to negotiate alternative funding to cover additional costs
- Liaise with RSL compliance teams / contracted parties to ensure all H&S certification is in place and reviewed in a timely manner. Liaise with partner organisations to ensure equipment is serviced at timely intervals and certification provided and available to support colleagues
- Provide Regional and Operational Directors with monthly compliance monitoring for Gas, Electric, TMV, Legionella, Asbestos, FRAs, LOLER's
- Liaise with RSL's / contracted partners to address issues arising from Fire Risk Assessments or other areas of Health and Safety where identified.

Budgets and Finance

- Responsible for managing the housing budget for Wales, monitoring spend against income and reporting to support colleagues and finance teams regarding issues and spend to date
- Responsible for collating information from accounts and updating spends information, requesting spends to be journaled to other budgetary headings when necessary
- Responsible for purchasing items needed for properties and keeping accurate records of spends and date of purchase
- Responsible for completing monthly credit card returns and signing off invoices for spends and landlord charges
- Responsible for reviewing & determining tenant recharges passed on by partner RSL's and requesting invoices issued following discussion on affordability
- Be responsible for arranging and holding monthly meetings with Locality Managers and the Regional Finance Manager to review budgets.

General

- Work closely with the Housing team, providing cover and support to colleagues when required, working collaboratively to monitor, review and progress the work of the team to ensure continuous improvement.
- Attend and contribute to team meetings and other relevant meetings.
- Work with the Housing team to review and / or produce policies and procedures, ensuring best practice and consistency across the different regions
- Work with other colleagues in Dimensions to address issues, contribute to projects and working groups in order to provide customer focussed services to all.
- Maintain and develop effective professional relationships with external bodies, staff, tenants, families, circles of support and the general public.
- Carry out such corporate and other tasks as may be required by the Housing Services Manager and the Director of Housing that are consistent with the responsibilities set out in the job description.
- Attend all mandatory training along with internal/external training opportunities relevant to the role.
- Maintain confidentiality and work in accordance with GDPR

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Housing Advisor with Dimensions.

Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked test.

Qualifications		
Educated to a minimum of 5 GCSE's level or equivalent	Essential	Shortlisting
Relevant housing or social care professional qualification or demonstrable equivalent experience	Essential	Shortlisting
Access to a car with business use insurance and a full valid driving licence	Desirable	Shortlisting

Experience		
Experience of working in similar roles delivering housing and or support services	Essential	Shortlisting, Interview
Experience of delivering high quality customer services to people with learning disabilities and support needs	Desirable	Shortlisting, Interview

Experience of working in partnership with internal and external stakeholders	Essential	Shortlisting, Interview
Experience of monitoring rent accounts, arrears and taking actions to address issues arising	Essential	Shortlisting, Interview
Experience of managing budgets, monitoring spend against income and reporting on under and overspends	Essential	Shortlisting, Interview
Experience of setting annual service charges and rent uplifts	Essential	Shortlisting, Interview

Skills		
Excellent communication skills, both verbal and written along with the ability to communicate with a wide range of audiences.	Essential	Shortlisting, Interview
Ability to build effective working relationships with a wide range of stakeholders	Essential	Shortlisting, Interview
Good IT skills and be proficient in the use of various MS operating systems and housing databases	Essential	Shortlisting, Interview
Able to receive complex information and present concepts or ideas to a range of audiences	Essential	Shortlisting, Interview
Ability to keep up to date with new legislation, and implement any changes into everyday work	Essential	Shortlisting, Interview

Knowledge and Understanding		
A working knowledge of the Housing (Wales) Act 2014 and the Renting Homes (Wales) Act 2016 and how these are applied to supported housing	Desirable	Shortlisting, Interview
A working knowledge of a range of welfare benefits, including universal credit and how these impact on Housing Benefit entitlement for supported exempt accommodation	Essential	Shortlisting, Interview
A good understanding of the needs of the people we support and a commitment to continually improving and developing the quality and effectiveness of the services provided	Essential	Interview
A good understanding of the General Data Protection Regulations and the need to incorporate its principals into all aspects of the role	Desirable	Shortlisting, Interview

Attributes		
A commitment to delivering high quality customer focussed services	Essential	Shortlisting, Interview
Solution focussed and able to explore a variety of options, choosing best fit	Essential	Shortlisting, Interview
Committed to developing effective relationships with a wide range of stakeholders	Essential	Shortlisting, Interview
Ability to prioritise and work under pressure	Essential	Shortlisting, Interview

Able to use own initiative, and work effectively as part of a dispersed team	Essential	Shortlisting, Interview
To work flexibly in responding to business needs	Essential	Shortlisting, Interview
To demonstrate commitment to personal & professional development	Essential	Shortlisting, Interview
Be an ambassador for the Housing service	Essential	Shortlisting, Interview
To be willing to travel as needed and attend meetings which may require overnight stays	Essential	Shortlisting, Interview