

# RECRUITMENT INFORMATION PACK

## Housing Officer – Bradford Homeless Partnership (Families)

**Hours:** 35 hours per week – this will be worked on a three week rolling rota which will include some evenings and weekends

**Salary:** £26,132 per year

**Annual Holidays:** 6 weeks plus bank holidays

**Location:** Bradford



## Being part of an organisation that makes a difference - Horton Housing Association

Horton Housing manages more than 30 different housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire.

We work with people experiencing a wide range of circumstances, including homelessness, drug and/or alcohol issues, ill-health, unemployment and domestic violence. We work with people of all ages, refugees, Gypsies and Travellers, people with disabilities and people with offending histories.

We have a wide range of accommodation schemes in the community. We also provide specialist accommodation, including a home from hospital scheme, Gypsy and Traveller sites in North Yorkshire and Group Living Services for young people. We offer support for people living in their own homes and we run a training centre that helps people find work or develop skills for everyday life.

Horton Housing is committed to equality, diversity and inclusion (EDI) and providing services that are inclusive and accessible for everyone.

### OUR PEOPLE

Horton Housing Association (HHA) is committed to being a great place to work for everyone who works here, and we get some really positive feedback from our colleagues.

In our recent annual colleague survey, more than 9 out of 10 respondents told us that:

- They had a good relationship with their line manager
- HHA's values align with their own
- They believe that Horton's work positively impacts people's lives
- They feel involved in their work.

And when we asked some of our colleagues about the best part of working at HHA here's a snapshot of what they told us.

- *"The people. The people I work with. Every person's different and that's what I like about it, and I like watching people changing their lives."*
- *"The Training is the best bit of it. It equips you to do the job role as successfully as you can. It's very rewarding, it's been fantastic, I wouldn't change it for the world."*

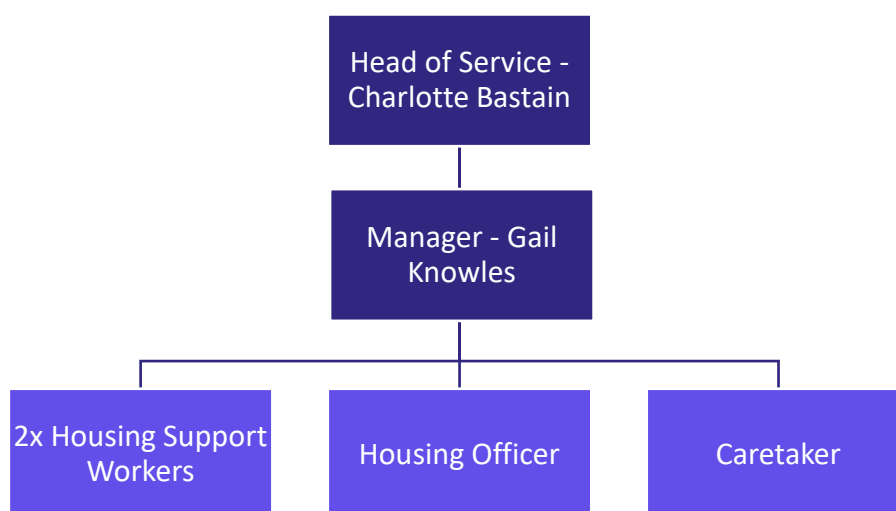
In short, we care about people. We work hard to be a great place to work, so that we can improve lives together.



## About the department

The Bradford Homeless Partnership offers temporary accommodation for families in the Bradford District who are homeless or at risk of homelessness. The accommodation is short term and on a non-secure basis. The service provides high quality responsive housing and support.

The accommodation comprises of family-sized units and we offer 24/7 onsite support in Bradford to support people into sustainable longer-term accommodation.



## Message from the Recruiting Manager

Thank you for taking the time to apply for this role in the Homeless Partnership Service, supporting families.

This role is part of a new contract so is an exciting and interesting opportunity which we are sure will come with its challenges but also many rewards.

The role is based at St Andrew's Mill in Bradford but you will be required to travel to other sites and also our dispersed properties which are also based in Bradford.

If you are a hard-working and passionate individual with a positive attitude then you may be the person we are looking for and we look forward to receiving your application!



# Job Description

## REPORTS TO: Scheme Manager

You will assist tenants in signing up for their tenancy and support them in the practical and emotional aspects of managing and maintaining their accommodation.

You will have the ability to carry out domestic duties, health and safety checks and minor repairs to ensure tenants have a clean and safe living environment.

## RESPONSIBILITIES

- Undertake housing management duties including tenancy enforcement action, rent collection and recording, organising repairs and maintenance and minimising voids
- Carry out security, health and safety checks of scheme's buildings and equipment in accordance with all statutory requirements and recommendations.
- Carry out domestic duties including cleaning, restocking and preparing voids for re-let.
- Complete documentation associated with persons Housing Benefit claims, in line with the Association's Housing Benefit Protocol.
- Ensure rents, service charges and personal charges are managed in line with the Association's Housing Benefit Protocol.
- Ensure that the service's properties, fixtures and fittings are kept clean and well maintained and that repairs are reported and dealt with promptly.
- Promote a safe and welcoming environment for tenants and visitors.
- Provide support, information, guidance and practical assistance to tenants on housing management related tasks.
- Assist and support tenants to comply with the terms of their occupancy agreement
- Identify tenants that require additional support to that offered by the scheme and assist people we work with to access appropriate support.
- Promote 'good neighbour' relationships between people we work with and address any relevant disruptions/disagreements between the people and surrounding neighbours.
- Develop joint working relationships with other professionals and agencies as appropriate to the needs of the people we work with, including sharing of relevant information, in order to review housing and support needs and manage any identified risk.
- Provide a supportive atmosphere for people, encouraging feedback on the service, welcoming complaints and responding appropriately.
- Accurately maintain property files and records to produce and present reports to management.

Note: This is a job outline only and seeks to set out the principal purpose and functions of the role; it may therefore be subject to change.



## Safer Recruitment

Horton Housing is committed to safe and fair recruitment, safeguarding and protecting the people that we support. The majority of positions here at Horton will require a fully completed application form and an enhanced DBS check to identify and reject applicants who are unsuitable to work with children or young people.

## Person Specification

### ESSENTIAL

- Experiencing working in a housing environment providing housing and tenancy related support
- Knowledge of housing management legislation, policies and procedures including eviction proceedings
- Experience of working with people with multiple needs which may include mental health challenges, homelessness, drug and/or alcohol use
- Knowledge of health and safety tasks, including in the maintenance of properties (i.e. fire alarm tests, property checks, reporting repairs etc.)
- Skills in planning, organising and the ability to prioritise work to maintain accurate and timely reports
- Have excellent communication, report writing and ICT skills
- You are approachable, adaptable and have the ability to remain calm and work effectively under pressure
- A full UK driving licence and access to a vehicle that can be insured for business use

In addition to the above, it is expected that you will:

- Maintain professional boundaries
- Have a commitment to Equality, Diversity and Inclusion
- Are willing to undertake any further training required
- Are able to work flexibly to meet the needs of the service/department



## Our Values



### Be Supportive

We are kind, helpful and caring. We create safe spaces where people are listened to with compassion, empathy and understanding.



### Be Respectful

We are inclusive and approachable. We work together in an open and transparent way to build trust and understanding.



### Be Bold

We are positive, empowering and resilient. We are ambitious and work flexibly to provide opportunities for growth.

## Our Culture Statement

- We believe in a culture of positivity, inclusion, and kindness. Where celebrating diversity and respecting and supporting one another is the norm.
- We embrace an open and honest approach. Placing value on the little things, and encouraging creativity and curiosity.
- We work together to do the right thing. Celebrating quality, personal accountability, and excellence.
- We embrace change, seek out potential, and place no limit on opportunities to learn, grow, and develop.
- We are passionate about making a difference, and committed to making things happen.

## Our Commitment to Equality, Diversity and Inclusion

HHA aims to be an equal opportunities employer. HHA is committed to ensuring that no job applicant or colleague receives less favourable treatment on the grounds of a protected characteristic, criminal history or any factors irrelevant to a person's ability to do a job, at any stage of the recruitment process or in the terms and conditions offered. We are committed to equality of opportunity, to being fair and inclusive, and to being a place where everyone belongs. To achieve this we are committed to actions that will increase diversity and to encourage applications from candidates who are underrepresented in sections of our workforce. We are a Disability Confident and Clean Sheet Employer.



# What can you expect from working at Horton Housing Association?

## Community Culture

At Horton Housing, our working culture is one based on trust, respect and inclusion. We focus on open communication, starting from the very top with consistent communication from our Chief Executive Officer (CEO). With regular meetings across schemes and departments, we really are a community who can rely on each other.

## Personal Growth

We offer a multitude of development opportunities for our colleagues, including: funded qualifications, job shadowing, secondments, and internal promotions or movements across different schemes and departments.

## Wellbeing

We know that work/life balance is at the heart of employee wellbeing. That's why our full time work week is only 35 hours, and we offer flexible working where possible. We also offer 6 weeks holiday (+ Bank Holidays) so you can spend more time doing what you love.

We're partnered with Health Assured to offer you free counselling available 24/7, a confidential helpline, and an app offering a range of wellbeing resources (health plans, meditation, recipes, and podcasts).

Because Financial Wellbeing is as important as mental wellbeing, we also offer an interest free employee loan scheme up to £1200.

## Taking Pride in Our Vision

At Horton we always strive to deliver the best and meet the highest standards – whether this be our accommodation, support, maintenance or central services teams. We value the unique skills and experience that each of our colleagues bring to help us achieve our ambitious goals.

## Empowering You to Succeed

HHA is a Strength Based Organisation, and just as we recognise the people we support to be experts in their own lives, we recognise our colleagues as experts in their roles – and encourage everyone to work with autonomy and pride. To help you reach your potential with us, we offer a range of internal training courses, including a thorough induction when you start.

## Colleague Engagement

There are lots of opportunities to get involved at Horton, with a Wellbeing and EDI group open for anybody to join and have their say. We also post good news and announcements across the organisation on our SharePoint. You may even be interviewed for our quarterly magazine!

**Did you know:** Our CEO started with HHA as a Support Worker and worked all the way up!



## How to Apply

To apply for this role, please complete the application form in full via our website.

We shortlist based on each vacancy's job description. As such, please tailor your application to the person specification, stressing how you meet the essential criteria.

## Contact us

**Head Office:** Horton Housing Association, Chartford House, 54 Little Horton Lane, Bradford, West Yorkshire, BD5 0BS

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