



Job vacancy

Housing Officer

Would you like to work for an organisation that has been providing homes for people with a learning disability or autism for the last 25 years?

Do you have the drive to make a difference and work for an organisation which makes a real difference to the lives of people with a learning disability or autism? Do you want to be a part of a team which offers exciting and challenging opportunities for you to develop thought provoking, innovative ideas? If the answers are yes, then this could be the role for you.

£31,808 per annum with an excellent benefits package including car & home working allowances.


This is a permanent, full-time role, 35 hours per week and will be home based with travel to properties located around Southwest England.

Golden Lane Housing



0300 003 7007
Golden Lane Housing
Parkway Four
Parkway Business Centre
Princess Road
Manchester
M14 7HR

Contact us at:

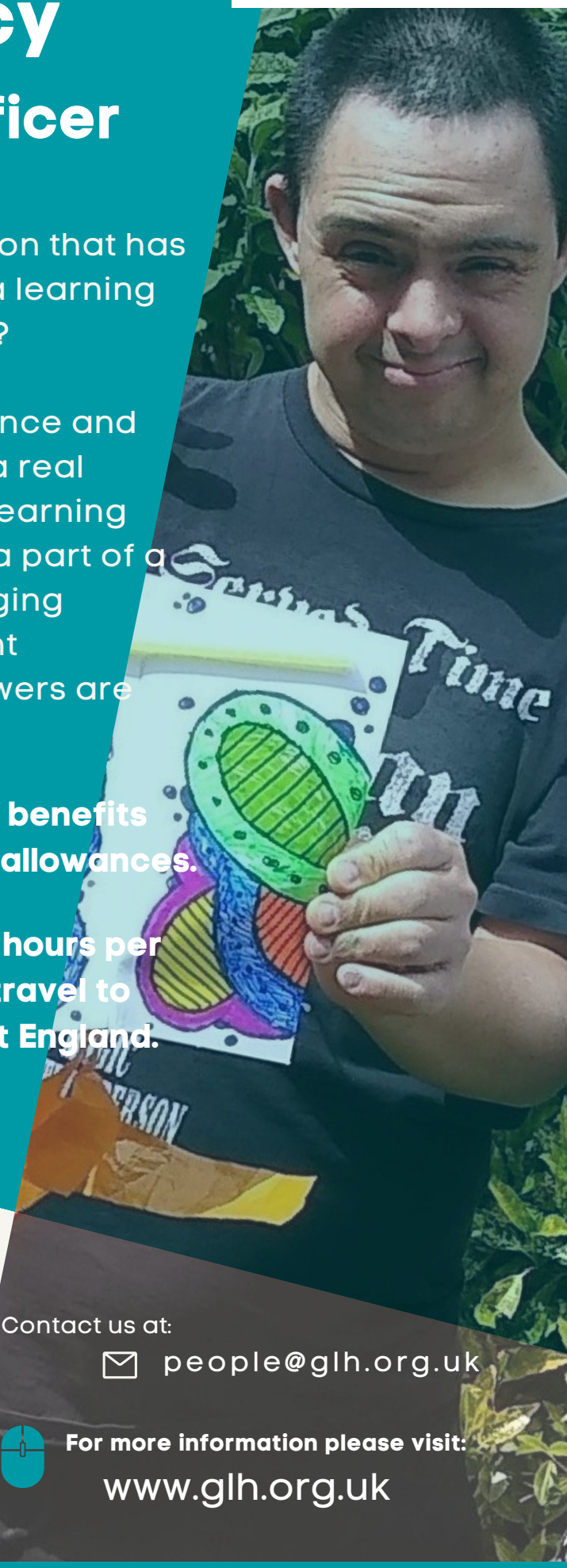
 people@glh.org.uk



For more information please visit:

www.glh.org.uk

We are proud of our commitment to being Disability Confident and welcome applicants with disabilities to apply for all roles with us. To find out more about the scheme please visit the direct gov website.





Housing Officer

We believe in a world where everyone with a learning disability or autism has opportunities to access good quality housing that meets their needs, and we want to continue to make an immense impact on the lives of our tenants. Our impressive national portfolio currently provides homes to over 2,500 people and we have big plans to do more as part of our brilliant growth trajectory.

Our people are at the forefront of delivering our ambitious plans and you will play a key role in helping us achieve our objectives to make a positive difference to the lives of so many people.

We are focused on creating a workplace that's inclusive and diverse, we pride ourselves on being a caring, listening, honest organisation, where everyone can be their best and that's why we're a Mental Health Gold champion, a member of Includability and Disability Confident Committed employer.

As an equal opportunities' employer, we strongly uphold the commitment to treating everyone with fairness and respect and therefore encourage suitably qualified applicants from a wide range of backgrounds to apply.

Please take note that Golden Lane Housing Limited does not hold a UK Visa & Immigration (UKVI) Skilled Worker License and are unable to sponsor any individuals for Skilled Worker Sponsorship.

This is an exciting opportunity for a Housing Officer, home based with visits to properties in Southwest England. This is a permanent, full time post.





Housing Officer

The Housing Officer will be responsible for ensuring that housing management services are delivered to GLH requirements focussed on service delivery and the provision of a high quality service to tenants that supports their wellbeing working with a range of internal and external stakeholders and key agencies and will support the regional team in the delivery of an effective property service to all out tenants.

The Housing Officer role is key to the operational delivery and management of financial controls making sure that everything we do is sustainable and provides a platform to develop growth and that the processes we use will identify risk and drive best practice, to develop a plan that supports the well-being of our tenants.

To be considered for this role we expect that applicants will have the following;

- Knowledge of housing management policies and procedures in relation to rents, voids, lettings, and repairs
- Knowledge of housing and care sector
- Experience of managing service quality and customer feedback
- Experience of complaints reporting and risk management
- Experience of delivering income management
- Good interpersonal skills, empathy and understanding
- Building positive relationships/partnerships
- Judgement/troubleshooting skills
- Record keeping and reporting
- Working to strict targets and timelines
- Understanding of or willingness to learn more about learning disabilities
- Extensive travel will be required so a full UK driving licence is essential

To apply, please send a CV and covering letter outlining your experience, knowledge and skills relevant to the role, tell us a story about yourself and how you feel that you can meet the requirements of the role.

**We invite applications to reach us by 26th January
and would like to meet you for interview
2nd February**

