

Job Profile

Job Title	Housing Management Worker		
Job Reference No.	HOMEJD213	Date of issue:	April 2026

The job in a **nutshell...**

This role makes sure our homes are safe, well managed, and ready for people to live in. You look after the practical side of housing management across a group of properties, from rent and voids to safety checks and repairs. Your work helps people feel secure in their homes, supports strong neighbour relationships, and ensures services meet legal, regulatory and contractual standards while running efficiently day to day.

What **success** will look like...

Properties are safe, secure and well maintained because regular visits, checks and follow up actions happen reliably. Health and safety requirements are met, risks are identified early, and records are kept up to date. Homes consistently meet Home Group quality standards and, where relevant, CQC requirements. Issues are addressed before they escalate, helping people feel confident in their living environment.

Void rooms are turned around quickly and ready for new residents. Repairs, cleaning and furnishings are organised in good time, and contractors meet agreed standards. Occupancy levels remain high because homes are available when needed and match service requirements. Financial control is supported through efficient use of resources and early action on potential issues.

Rent and service charge income is protected because processes are followed consistently. Rent collection activity happens on time, information is recorded accurately, and issues are escalated appropriately. This steady approach helps services remain financially sustainable and reduces avoidable arrears without placing unnecessary pressure on residents. Tenancy and licence conditions are understood and upheld. Residents receive clear information when they move in, including house rules and expectations. Concerns about property use or behaviour are identified early and managed in line with policy. Where formal action is needed, it is handled correctly and fairly, including attendance at court when required.

Repairs, defects and damage are identified, recorded and followed through. Deliberate damage is managed using agreed processes, and learning is shared with colleagues. Properties remain fit for purpose because issues are not ignored or delayed, protecting both residents and the organisation.

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Contractors and suppliers are well managed. Access to properties is arranged smoothly, work is monitored, and standards are checked. Services such as cleaning and maintenance deliver what is expected, helping homes stay safe, clean and welcoming while keeping costs under control.

Neighbour and community relationships remain positive. Concerns are listened to and addressed, helping maintain trust in our services. Early engagement prevents issues from escalating and supports Home Group's reputation as a responsible landlord and partner within the community.

Colleagues can rely on accurate housing management information. Systems are kept up to date, records are complete, and information is shared appropriately. This supports joined-up working with support, care and management teams and ensures decisions are based on clear, reliable evidence.

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We have an eye for detail • Applying legislation, working within policies and procedures • Using and recording information accurately and timely • Working in a safe, effective, caring and well-led way	Housing management practice • Experience of housing management within supported or social housing settings • Understanding of tenancy or licence conditions and how these are enforced • Knowledge of voids, rent processes and occupancy management
We get where our customers are in their lives • Walk in our customers' shoes • Understand how your role makes a difference to our customers • Recognise each customer is different and adopt a flexible, personal approach	Property safety and compliance • Working knowledge of health and safety in housing environments • Ability to carry out and record routine safety checks and inspections • Awareness of regulatory standards, including CQC where relevant
We are self-starters • Be well organised • Be proactive • Strive to get it right the first time	Working with systems and records • Confident using IT systems to record housing and property information

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	• Ability to follow set processes and maintain accurate records • Experience handling sensitive information appropriately
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We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Experience working in specialist supported housing services Knowledge of basic building maintenance and furnishings management Confidence working with contractors and external partners Experience supporting colleagues with rent, benefits or customer involvement activity
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We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours. Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group. Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	0
Manages People	No	# of direct reports circa	0
Travel	Regular	Driving Essential	Yes
DBS	Enhanced with barring		

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