



Housing Officer

Greater London, Berkshire and Oxfordshire

Golden Lane Housing is a leading national supported housing provider, committed to empowering people with learning disabilities and autistic people to live fulfilling lives. Guided by our core values, we strive to deliver services that support our tenants and colleagues.

This is a unique opportunity for a Housing Officer residing in the Greater London area to combine professional growth with work that truly matters. This role involves extensive travel in Greater London, Berkshire and Oxfordshire area.

£33,339

Home Working Allowance
Car Working Allowance

Other benefits include:

- 27 days of annual leave in year 1, increasing to 31 days
- 3 paid volunteer days per year to support a charity of your choice
- An additional paid day off for your birthday
- 5% employer pension contribution, plus death-in-service benefit for pension members
- Enhanced payments for statutory leave
- A variety of cost-saving benefits, including a cycle-to-work scheme, tech buying scheme, lease car scheme, and retailer discounts

Please send your CV and Cover Letter to people@glh.org.uk by 18th April 2025, However please note we have the right to close earlier than advertised.

For more information please visit:
www.glh.org.uk



Your responsibilities will include:

- Responsible for the housing management service delivery requirements on a defined patch, and provides services including tenancy management, guidance and support to tenants to maintain their tenancies, housing benefit claim support for new tenants, and liaison with prospective tenants and conduction the tenant sign up process.
- Responsible for all tenancy queries, to resolve and provide a solution or an agreed plan of action that may then involve other internal or external stakeholders
- Investigate and respond to anti-social behaviour reports.
- To provide information, advice and guidance to enable tenants to understand their rights and responsibilities and implement plans to manage those responsibilities.
- Responsible to achieve individual performance objectives, targets, and service standards and contribute to the achievement of the team and organisation plan targets and objectives.
- Ensures that housing management services comply with any regulatory, contractual requirements and meet GLH standards, completing effective records and reports in a timely manner.

To succeed in this role you will have the following:

- Member of Chartered Institute of Housing desirable or working towards qualification
- Good interpersonal skills, empathy and understanding with the ability to build positive relationships and partnerships
- Dealing effectively with potentially difficult situations & managing customer conflict
- Proven experience hitting targets within a target driven role
- A working knowledge of the supported housing sector desirable
- Experience working in a service role, preferably within the housing or care sector.

Please note that we are not able to offer visa sponsorship for this position. Only applicants with the legal right to work in the United Kingdom without sponsorship will be considered