

Job Description

Job title	Supported Housing Officer
Profession	Customer & Community
Band	E
Directorate	CCO (Customer)
Accountable to	Supported Housing Manager

Job Purpose:

The role will provide a comprehensive and effective housing management service and support services to sheltered housing and designated older persons' housing. Responsible for maintaining high data quality in our customer and property systems.

The role will ensure that data is held centrally for full transparency and that suitable contract arrangements are in place for the continued management all compliance elements within your defined areas.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within the broad direction set by the Supported Housing Manager, this role will deliver key accountabilities. Responsible for ensuring our supported housing provides a safe, well maintained, compliant environment where current and future customers will be proud to live, whilst achieving our operational goals and customer satisfaction standards.

Key Accountabilities:

- Responsible for delivering the right outcome for our customer in a safe and timely way.
- Effectively manage terminations of tenancy, the void process and allocation of supported housing, ensuring that the void turnover period is minimised.
- Undertake regular scheme visits and/or estate walkabouts to ensure excellent standards are maintained and to be visible and accessible for residents.
- Assist the Customer Accounts team to manage residents' rent accounts through regular monitoring, timely intervention and use of appropriate actions to sustain tenancies.
- Investigate and resolve neighbour complaints and cases of anti-social behaviour in accordance with organisational policies to minimise escalation and ensure a satisfactory resolution.
- Contribute and promote community and resident involvement initiatives. Increase and broaden the participation and social interaction in housing and support services.
- Provide support to the Supported Housing Manager in the monitoring of support contracts and performance indicators. Attend meetings and represent SNG, when required.

- Establish, develop and maintain effective working relationships with all work colleagues, contractors and partner agencies to ensure an integrated contribution to SNG's corporate objectives.
- Hold the Data Steward role for data related to supported housing as set out in SNG's data landscape.
- Promote a positive collaborative culture of Building Safety and Compliance. Take personal responsibility for escalating any concerns to the Building Safety and Compliance team for consideration and/or investigation.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Good knowledge of housing management and legislation.
- Understanding and implementation of trauma Informed practice.
- Strong customer service skills with the ability to build trust and rapport with vulnerable residents.
- Demonstrable ability to assess and understand resident's needs, using sound knowledge of tenancy management, safeguarding, ASB and complex vulnerabilities to provide effective support and escalate risks in accordance with policy.
- Experience in supported housing, social housing, homelessness services or care settings, with transferable skills relevant to tenancy management, resident support and safeguarding.
- Knowledge of welfare benefits and financial inclusion support.
- Ability to work independently and manage priorities.
- Experience supporting residents to sustain their tenancies.
- Excellent communication skills, including the ability to handle sensitive or complex conversations.
- Ability to work collaboratively and professionally with statutory and voluntary agencies, including social services, support providers and health professionals, to achieve positive outcomes for residents.
- Ability to work collaboratively as part of a wider housing or support team while also operating independently.

- Competent in using Microsoft Office and housing management systems to update records and manage workload.
- Ability to impact assess and to understand the difference between 'major' and 'minor' data issues.

Desirable

- Relevant qualification (e.g. CIH Level 2/3, social care qualification, safeguarding training).
- Knowledge of methods to monitor the quality of data and identify issues (e.g. reconciliations).
- Skills in de-escalation, negotiation, and supporting the resolution of low-level disputes.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	1436	Head of Specialist Housing	10/2022	
2.0	5046	Sarah Towey / Rachel Strange	18/02/2026	26/02/2026