



Job Role:	Housing Officer
Location:	Halifax – Multi sites
Job hours:	21 hours per week
Working pattern:	Days, evenings & weekends
Responsible to:	Housing Manager
Salary:	£14.50 per hour

About Happy Days

Happy Days is a community charity supporting people experiencing homelessness, addiction, poverty, and complex needs. We provide safe accommodation, practical help, and emotional support to help people rebuild their lives.

Role Purpose

We are seeking a dedicated and proactive **Housing Officer** to manage a mixed caseload of **General Needs** and **Exempt Housing Benefit (EHB)** tenancies across our two residential sites: Clare Road and Grey Court.

The role involves delivering day-to-day housing management tasks, including property maintenance coordination, tenancy sustainment, and rent monitoring. You will ensure that properties are safe, well-maintained, and compliant, and that tenants, many of whom may be facing additional vulnerabilities such as mental health challenges, substance use, or histories of homelessness, are supported to maintain their tenancies.

As the primary contact for tenants, you will help foster safe, secure, and supportive living environments. The role balances routine housing responsibilities with **Intensive Housing Management** functions required under EHB provision and involves close collaboration with internal support teams and external agencies.

Key Responsibilities

Tenancy & Property Management

- Manage a mixed caseload of general needs and supported housing tenancies.
- Conduct tenancy sign-ups, inductions, and clearly explain occupancy agreements.
- Carry out regular property inspections, void checks, and tenancy reviews.
- Coordinate maintenance and planned repairs, liaising with contractors to ensure timely, high-quality work.
- Ensure properties meet required standards of safety, cleanliness, and habitability.
- Oversee property readiness, including furniture provision, utilities setup, and cleanliness.
- Monitor and support rent payments, addressing arrears early and referring tenants to welfare or benefit advice services.
- Maintain accurate records using CDP Soft, logging all tenant contact, property activity, and compliance requirements.
- Support the Health & Safety Manager in ensuring all properties meet legal and regulatory standards (e.g., fire safety, gas/electrical checks) Ensure compliance with legal checks including electrical safety, gas safety, and fire risk assessments.
- Monitor and manage internal maintenance logs.

EHB-Specific Housing Functions

- Explain tenancy rights and responsibilities, supporting residents to adhere to agreements.
- Assist with Housing Benefit claims, and provide guidance on rent arrears management, and payment plans.
- Promote tenancy sustainment through practical support on hygiene, utilities, property upkeep and safe use of appliances and equipment.
- Manage furnished accommodation in line with Happy Days' move-in starter packs; oversee grant applications or replacements as needed.
- Monitor property condition and arrange necessary improvements in a timely manner.
- Liaise with support services, local authorities, and voluntary agencies to meet individual tenant needs.
- Address anti-social behaviour (ASB), including issuing warnings and supporting positive resolution.
- Provide assistance during transitions to other housing, ensuring safe and supported moves.
- Facilitating safety by undertaking health and safety inspections and property risk assessments.

Resident Engagement & Partnership Working

- Build strong, trust-based relationships with tenants, promoting a safe and respectful housing environment.
- Encourage tenant involvement in community or support-related activities where appropriate.
- Liaise with local Housing Benefit teams, local authorities, and statutory or voluntary services to advocate for tenant needs.
- Work closely with internal support services to ensure a joined-up approach to wellbeing, tenancy sustainment, and inclusion.

Please note: This is not a full and exhaustive list of duties. The post holder may be required to undertake additional tasks necessary for effective role performance.

Essential

- Experience in housing management, tenancy sustainment, or a similar community-based role.
- Understanding of general needs and supported housing models.
- Knowledge of Exempt Housing Benefit and housing management practices.
- Strong interpersonal skills, with the ability to manage sensitive or complex tenant situations.
- Competent in Microsoft 365 and accurate digital record-keeping.
- Ability to work flexibly, independently, and across multiple locations.
- Full UK driving licence with access to a vehicle for business use.

Desirable

- Experience working with vulnerable adults or people with complex needs.
- Familiarity with housing law, ASB resolution processes, and safeguarding procedures.
- Experience managing or coordinating property maintenance and repair.
- Knowledge of CDP Soft or a similar housing management database.

Happy Days is committed to safeguarding and promoting the welfare of vulnerable adults. All posts are subject to enhanced DBS check