

**Post title: Housing Officer**

**Salary: £30,000**

**Hours: Full time 35 hours per week**

**Place of work : 227 Wood Lane, London, W12 0EX**

**Closing date: Midnight Monday 10 August**

Women’s Pioneer Housing has a rich history of housing women for almost 100 years. Our values, co-created with our staff and residents, reflect both our history and our future: Positivity, Integrity, One team, Never forgetting the customer, Equality, Empowerment and Responsibility.

Our patch-based working approach where frontline staff work as one team helping each other to deliver services and support our residents’ independence and well-being has meant we have continued to deliver high quality services in an unprecedented year

Following an internal promotion, we have a vacancy for a full time Housing Officer to manage a patch of around 300 households in West London. This role requires you to work collaboratively with your colleagues in Estate Services, Repairs, Financial Inclusion and Sheltered Housing to provide a resident focused housing management service. This is an exciting and varied role and a rare opportunity to join a specialist organisation championing women’s housing issues.

You don’t need to have housing management experience to join us but you should have an exceptional record of customer service, empathy, a capacity to learn and a passion for women’s housing issues. We will provide a comprehensive induction with an opportunity to learn, develop and drive your own work.

We have re-evaluated how we work since the global pandemic; the Housing Officer will have an important role to play in the local area but will also be fully enabled to work from home with a laptop and mobile phone. Further, we have a generous flexi – time package available, 26 days annual leave plus bank holidays and a generous pension scheme.

Interviews for this role will be held on Tuesday 18 and Thursday 20 August remotely via video call.

**How to apply:**

* An up-to-date CV which shows your full career history – we recommend that this is no longer than two pages.
* A supporting statement explaining why you are interested in this role detailing how you are a good candidate for this post and how you fulfil the person specification – we recommend that this is no longer than two pages, please make sure you include examples and expand on your CV.
* A completed Diversity Monitoring form.
* Please indicate on your application if you are unable to attend either interview date.

**Applications must be received by midnight Monday 10 August and emailed to** [**info@woemsnpioner.co.uk**](mailto:info@woemsnpioner.co.uk) **with the subject heading marked Housing Officer Recruitment**