Blackpool Coastal Housing manages almost 5,000 social housing properties across Blackpool, providing related services to its tenant and leasehold customers and regenerating areas to create opportunities for our local residents to thrive.

We currently have a fantastic opportunity to join our friendly and supportive Anti-Social Behaviour (ASB) and Neighbourhood Team and you might be exactly who we’re looking for!

**The role - Ref: 22/134**

**HOUSING OFFICER   
Permanent**

**37 hours per week**

**Scale 6 (£25,927 - £27,514 per annum)**

As a Housing Officer, specialising in the area of Anti-Social Behaviour (ASB), you will assist the ASB and Neighbourhoods Manager with the delivery of a high quality, customer-orientated, housing management service. You will deal with resident enquiries on a range of housing related issues, both at the office and in resident’s homes.

You will have responsibility for managing a patch of properties, where you will work with customers to tackle and investigate complaints of anti-social behaviour in line with service standards, enforce conditions of tenancy, in consultation with the Team Leader/Area Manager and provide support, advice and guidance to tenants acting in the best interests of Blackpool Coastal Housing.

Importantly, you will provide support to your colleagues and share any specific specialist knowledge with other members of the team to enable the provision of a comprehensive seamless service for customers.

You will need to possess knowledge of National Housing issues, excellent communication skills and have the ability to work on your own initiative and as part of a team, with a flexible approach to work.

You will be computer literate, with experience in Microsoft Office and have good organisational skills. Experience of working in a customer focused environment is a must. A minimum of 3 GCSEs (or equivalent) to include Maths and English, at grade 4/C or above is essential.

Applicants must have a full UK driving licence and access to a vehicle for work purposes. Any offer of appointment will be subject to satisfactory clearance from the Disclosure and Barring Service (formerly CRB check).

Candidates with an experience of working in an ASB field are welcomed.

**About Blackpool Coastal Housing**

Blackpool Coastal Housing was set up by Blackpool Council in 2007 to manage their housing stock of almost 5,000 properties. Our goal is to create an organisation that delivers quality services, first time, every time, within a culture that puts people at the heart of everything we do.

BCH continues to expand its services across many areas and we currently employee just over 200 committed and valued staff.

Our services include an Operations Service providing responsive repairs to our valued tenants, empty homes management and refurbishment/capital works across Blackpool. Supported Housing; including supported living in Sheltered Schemes, Young People’s Resettlement Schemes including Care Leavers and Emergency Housing for those that find themselves homeless. Our Care and Repair Service allows Blackpool residents to remain in their own homes through the Adaptations team providing the necessary aids/adaptations for this to be achieved. The More Positive Together (MPT) and MPT Steps Programmes help provide support to local residents in accessing the employment market, as well as BCH providing typical Housing Service functions of Rents, Lettings, ASB and Neighbourhoods.

BCH is a dynamic, ambitious and forward-thinking organisation who strives to be the best at everything we do, whether that's repairing a boiler or building a new home.

We know that our people are our most valuable assets, and we want to find and nurture the best people to help us deliver excellent customer service. By working together, we can make a real difference – Inspiring People to Build Sustainable Communities.

If you have a strong customer focus and want to join an ambitious, growing organisation, we will help you to develop skills and achieve your own personal goals.

**BCH is a great place to work**

Every member of staff comes to work here with one vision in mind, “Inspiring People to Build Sustainable Communities” and our values help guide the way we all work towards this.

Our 5 core values that reflect the PRIDE that our workforce displays on a daily basis, also guide our conduct and our relationship with customers, partners and stakeholders:

* **P**ositivity
* **R**espect and Compassion
* **I**ntegrity
* **D**ynamism
* **E**nergy

BCH is a great place to work and has recently received two prestigious Awards at the 2022 Northern Housing Awards for the Best Approach to Employee Wellbeing and the Best Approach to Diversity and Inclusion.

We can offer you a friendly and inclusive working environment where you can develop yourself and really can make a difference to people’s lives across Blackpool.

We also offer a fantastic reward and benefits package which includes:

* Competitive rates of pay
* 25 days paid annual leave per annum, in addition to 8 bank holidays
* Attractive and flexible membership of the Local Government Pension Scheme, with excellent employer contributions
* An in-house wellbeing program of wellbeing, social and charitable initiatives with BCH colleagues
* Vivup - the employee benefits scheme for discounts on various high street retailers and cycle to work
* Option to join BHSF - a voluntary salary sacrifice Health Cash Plan Scheme for help with medical costs such as physiotherapy, optical, osteopathy etc.
* Option to join the Blackpool, Fylde and Wyre Credit Union for preferential rates on financial services
* 24/7 Employee Assistance Programme and access to counselling services
* Enhanced maternity, paternity and adoption pay schemes
* A wide variety of training and learning and development opportunities
* Staff Suggestion Scheme
* Free annual flu vaccinations and Occupational Health Support

**How to apply**

This is a great time to join an ambitious, thriving and expanding organisation. If you like what you’ve read and think you’ve got what it takes to join our team then take action – apply now!

For further information on this opportunity, please contact Paul Dillon, ASB & Neighbourhoods Manager at [Paul.Dillon@bch.co.uk](mailto:Paul.Dillon@bch.co.uk) or on 07483 172424

To apply, please visit our website <https://www.bch.co.uk/work-with-us> to complete an online application, where a full job outline and person specification are available. Alternatively, CV’s may be considered if applying through an online jobs board.

However, please ensure your application/CV clearly demonstrates your suitability for this position.

**Closing date for applications: Sunday, 23rd October 2022\***

**Interview date: W/c Monday, 31st October 2022**

***\*BCH reserves the right to close this vacancy before the specified closing date if sufficient suitable applications are received to progress to interview. Therefore, applicants are advised to apply as early as possible.***

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