

## Job Description

**Position:** Housing Officer (Full Time-37.5 hrs per week)

**Location:** Hybrid

**Salary:** Between £32,000 to £35,000 per annum depending on experience  
(Reporting to: Housing Manager)

### The Organisation

Every Story provides high-quality support to people with autism and learning disabilities, as well as their families, through a network of services across South London.

At Every story we want to create supportive environments where people feel safe and confident enough to be themselves, letting their personalities shine beyond any label or limitation.

Our mission is to support people with learning disabilities and autistic people by offering personalised care that respects their individuality, encourages them to try new experiences, and helps them face challenges without fear. Whether it's building confidence, improving mental wellbeing, finding meaningful employment, or pursuing activities they truly enjoy, we are there every step of the way. Through a family-like approach, we create safe spaces where everyone feels secure, valued, and free to express their true selves.

We want to set the standard for a world where people with learning disabilities and autistic people are defined by their personalities, encouraged to take bold steps, and free to be whoever and whatever they want to be.

### Role Overview

We are seeking a full-time Housing Officer to join our Housing team, delivering comprehensive housing management and tenancy support on behalf of a registered landlord. This hybrid role is based in Deptford, with regular travel to properties for inspections, meetings, audits, and tenancy support.

### Key Responsibilities

- Manage the tenant referral process, working with local authorities, support providers, and other partners.
- Support tenants to understand their rights and responsibilities as set out in their tenancy agreement
- Prepare and manage rent schedules, ensuring tenants receive correct benefits and preventing arrears.
- Review rents annually with the Director of Finance.
- Conduct regular property inspections—monthly for assigned schemes.
- Carry out health and safety checks and risk assessments in liaison with tenants and support providers.

- Report, arrange, and monitor repairs to ensure timely completion.
- Support tenants in maintaining properties, managing budgets, and purchasing communal items.
- Maintain accurate housing records and ensure information is accessible to tenants.
- Complete required monitoring forms and reports in line with housing agreements.
- Undertake other duties as required.

## **Person Specification**

- Minimum 1-year experience as a Housing Officer.
- Knowledge of housing law.
- Experience with tenancy sign-ups.
- Full driving licence and access to a car.
- Strong attention to detail and accuracy.
- Ability to work both independently and collaboratively.
- Excellent verbal and written communication skills.
- Positive, proactive approach to work.

## **Benefits**

- Company pension
- Cycle to Work scheme
- Sick pay
- Employee Assistance Programme (EAP)
- Season ticket loan

## **To Apply**

Please send your CV and a covering letter detailing how you meet the role requirements.

All candidates must have the right to work in the UK- we do not offer sponsorship.

**Job Type:** Full-time, Permanent

## **Benefits:**

- Health & wellbeing programme
- Life insurance
- Sick pay
- Transport links
- Work from home
- Unit 3 California Building, Deals Gateway, London SE13 7SB: reliably commute or plan to relocate before starting work (required)

## **Experience:**

- Housing Officer: 1 year (required)
- Knowledge of housing law: 1 year (required)

**Licence/Certification:**

- UK Full Driving License with access to a car? (required)

**Work authorisation:**

- United Kingdom (required)

**Work Location:** In person