



Housing **Career** Pathway

Find Develop **Keep**

Welcome

from Georgina Blakemore - Chief Executive

Epping Forest District Council has undergone significant change over recent months resulting in a modern, forward thinking and ambitious local authority committed to improving the lives of residents through the delivery of excellent services.

We are passionate about finding, developing and keeping talented individuals who will work with us to drive continuous improvement and have an excellent track record in welcoming apprentices, trainees and graduates who go on to play integral parts in our success.

Here at EFDC we look after each other and colleagues are supported through a variety of activity focussed on health and wellbeing. This includes our recent investment in managers' Mental Health Awareness training and a planned programme to train over 60 colleagues in Mental Health First Aid over the next 12 months.

We are also investing in an Employee Assistance Programme that will enable colleagues to access GP appointments, confidential counselling and much, much more.

You can join our EFDC team through our new Housing Career Pathway opportunities which provide a solid foundation from which you can steer your career to ultimately focus on the areas of housing that interest you.

I look forward to you joining us.



Housing Career Pathway





by Jennifer Gould – Service Manager

There are many housing teams within Epping Forest District Council, and they undertake a wide range of activity from the very client facing services preventing homelessness to the more strategic function of housing development (building houses). Choosing a career in housing can take you in any number of different directions and, therefore, suit people with a variety of different skill sets.

The varying housing teams do, however, have one thing in common and that is the desire to provide safe, secure, affordable housing to people that need it and it is this desire that motivates and drives us to deliver high quality services and strive for continuous improvement.

The Housing Career Pathway provides an opportunity for you to undertake 2 years of on the job training which will see you move around the different teams within the Housing Needs and Older People's and Housing Management services. You will get to

experience several roles within the different teams gaining a formal qualification while you do so, as well as be encouraged to develop softer skills around values and behaviours. You will be assigned a mentor who will support and advise you throughout the programme, meeting with you regularly to discuss your progress, your aspirations and putting in place the right tools to enable a successful housing career.

In this prospectus you will find out about the different teams and roles you will encounter during your 2 years as well as more detail about the qualification you will work to achieve. You will also hear what it's like to undertake a learning role within EFDC from some of those who have already done it.

If you decide to take up this opportunity you will play a vital part in the delivery of critical services as part of a dedicated, creative and forward-thinking team who will welcome your contributions.

Housing Career Pathway

You will be assigned a mentor who will support and advise you throughout the programme

Housing Needs and Older People's Services

The Housing Needs and Older People's Service includes several teams:

Homelessness Rehousing and Temporary Accommodation Older People's Housing Information, Strategy and Policy

The service is the first response for those that find themselves homeless or at risk of homelessness. We are responsible for discharging the Council's legal duties in relation to Part VI (assessment of housing need and allocation of social housing) and Part VII (homelessness) of the Housing Act 1996. In other words, we provide advice and assistance to those that ask for our help because they are homeless or think they may become homeless and we allocate council flats and houses to those in most need.

The service also provides housing specifically designed for older people and we deliver support to help people live independently for longer.

The Housing Information, Strategy and Policy Team support the work of all the housing teams and help to direct our work through research, information and the development of strategy. The team also write the policies that govern the work.

The Homelessness Team

Homelessness Officers are the first port of call for people who find themselves without a home or who are worried they may lose their home. As a Homelessness Officer you will have expert knowledge of relevant legislation but just as importantly you will be non-judgmental and sensitive to the often difficult and upsetting situations clients are in and make sure that your advice and assistance is both robust and supportive.

You will enjoy working with people in this very client facing role and you will be able to confidently communicate with a wide range of clients face to face, on the phone and via email.

You will also work as part of a wider community of people across different organisations in the homelessness sector and may get the opportunity to specialise in a particular area of interest.

“Being a Homelessness Officer can be challenging but preventing someone from becoming homeless or being able to help a rough sleeper find accommodation for the first time in a long time is a fantastic feeling!”

Sally Tyler – Homelessness Officer



**We are passionate about
finding, developing
and keeping talented
individuals**

Housing Career Pathway

The Rehousing and Temporary Accommodation Team

Along with the Team Manager and Senior Officers, there are several roles within the Rehousing and Temporary Accommodation Team:

Temporary Accommodation Officer
Housing Register Officer
Allocations Officer

Temporary Accommodation Officers

Temporary Accommodation Officers help clients who are homeless move into temporary accommodation which can be; Norway House hostel in North Weald, Hemnall House flats in Epping or can sometimes be other accommodation such as B&B, although we like to avoid the use of B&B as much as we possibly can. Working in temporary accommodation will give you the opportunity to work directly with clients, helping and supporting them in what can often be a difficult and upsetting time.

You will have the opportunity to become part of a wider team that includes colleagues from across the council as well as other organisations from the voluntary sector who help to create a safe, welcoming and positive environment in which temporary accommodation clients can thrive.

The work is varied, and no two days are ever the same.

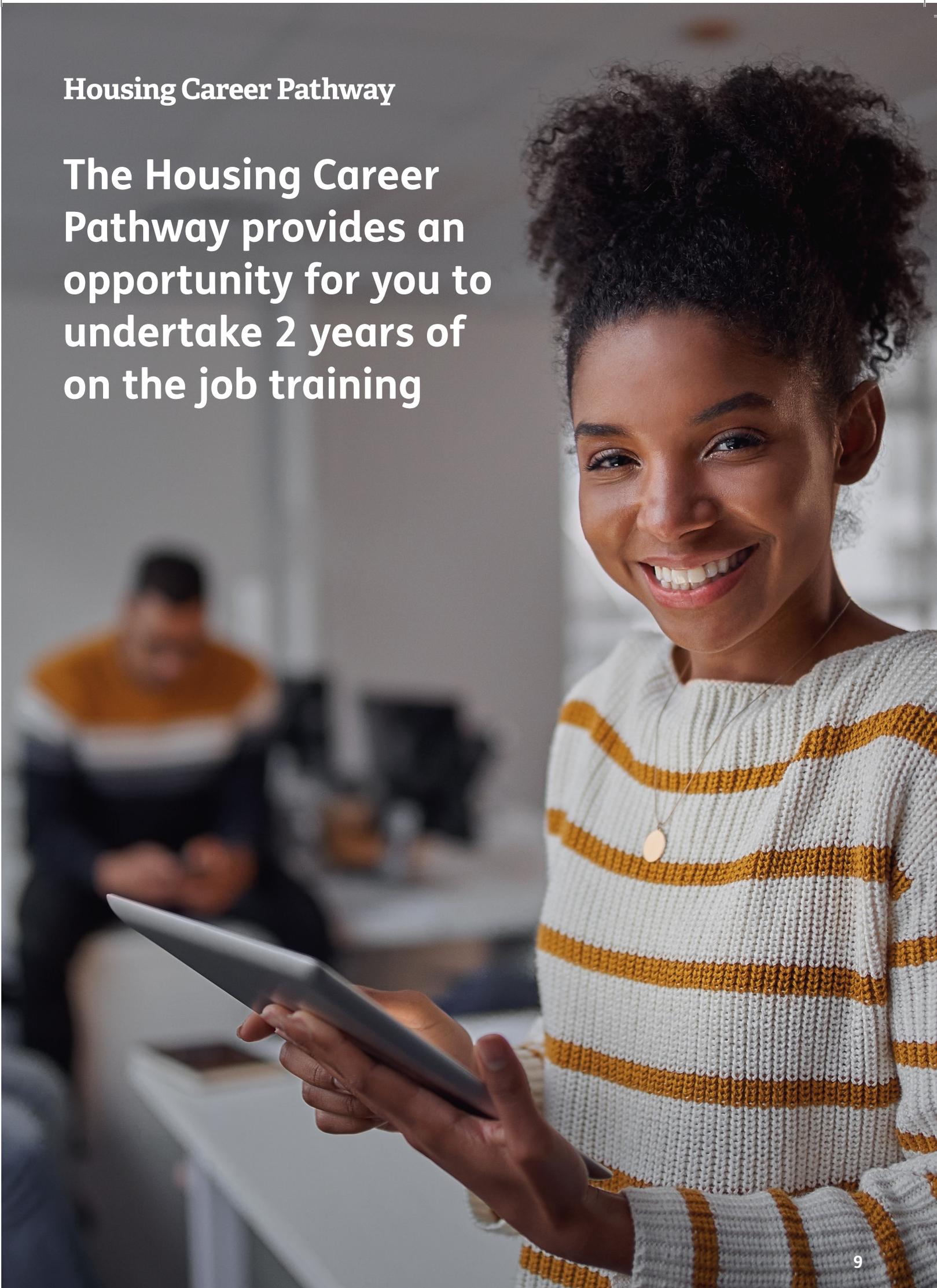


“There is great satisfaction in my job, you never know what to expect but I really enjoy helping people even in the most challenging of circumstances and with a tight-knit, close team we all work together and have fun doing it.”

Emily Moore
– Temporary Accommodation Officer

Housing Career Pathway

The Housing Career Pathway provides an opportunity for you to undertake 2 years of on the job training



Housing Career Pathway



Housing Register Officers

In contrast to Temporary Accommodation Officers, Housing Register Officers fulfil a more back office function assessing the needs of people who apply to the Council's housing needs register (also known as the Council's waiting list).

You will become expert in the council's allocations policy (this is the document that explains who will be prioritised for housing and why) and be able to confidently communicate with applicants by phone and email in all matters relating to their applications for rehousing.

You will be able to use your creativity when placing adverts for vacant properties and have the opportunity to broaden your experience by taking on responsibility for tenancy changes such as mutual exchanges (where tenants

want to swap homes with one another) and successions (the passing of the tenancy to someone else upon the death of a tenant).

“My role is very varied and it can be busy but if you are looking for a career that is rewarding with job satisfaction and would like the opportunity to make a difference to people's lives, then a job in Housing is the one for you!”

– Natasha Mottahead



Allocations Officers

An Allocations Officer has both a back office and client facing role. They are responsible for offering council accommodation working from shortlists of applicants but will also conduct viewings and complete tenancy sign-ups which are done inside the properties. This role can be extremely fulfilling and is a great way to really get to know the Epping Forest district and the homes that the council owns.

“I enjoy the variety of the work with no two days being the same. When applicants are offered a property after waiting for years or enduring a homeless situation it’s the best part, and very rewarding”

Suzanne Warren - Allocations Officer

Housing Career Pathway

The Older People's Team

The Council has 12 sheltered housing schemes each supported by a Sheltered Housing Officer.

Sheltered Housing Officers are based at their scheme and work directly with residents supporting them so they can live independently for longer.

As a Sheltered Housing Officer, you will be adept at assessing the support needs of residents, offering advice and assistance and often advocating on their behalf to access other services they need. You will be able to use your creative skills to organise and coordinate social events and activities with an emphasis on good health, well-being and social inclusion.

The role is a sociable one and one in which you will have the opportunity to build relationships with a diverse group of residents as well as partnerships with other agencies that provide care and support to the residents within your scheme.

The role also carries a responsibility for facilities management of the building ensuring health and safety compliance and that the careline alarms in residents' flats are regularly tested.

“The work can be demanding but it is extremely rewarding, and I have a lot of fun with the residents in my scheme!”

Mandy Dixon - Sheltered Housing Officer



Housing Career Pathway



The Housing Information, Strategy and Policy Team

The Housing Information, Strategy and Policy Team provide internal support to all housing teams, helping to achieve our vision that:

“Epping Forest will be a place that has safe, decent and good quality housing of an appropriate mix of sizes, types and tenure, that meets the local needs of those who want to live in the district”.

In other words, we will provide housing that people can afford, of a size that they need and that gives them some security.

As part of the Housing Information, Strategy and Policy Team you will be able to use your research and analytical skills gathering evidence of best practice and getting into the detail of government statistics; your organisation skills and logical thinking writing policies and your creativity developing tenant publications.

Your creativity is also needed to revamp the housing pages of our website to make them more accessible and user friendly – a project planned for the coming year and you will also have the opportunity to play a central role in upgrading the housing needs IT system as well as the procurement of a brand new housing management system.

“Having the opportunity to work across all the housing teams gives great insight into what all of the teams do and it’s satisfying to know that our support helps shape good quality services that people need.”

Helen Pradun – Team Manager

Housing Management and Homeownership Service

The Housing Management and Homeownership Service includes several teams:

Income Recovery
Neighbourhoods
Estate and Land Management
Caretaking and Cleaning
Homeownership

The service is responsible for managing Council owned estates, that means looking after the land and buildings as well as the tenants who rent homes from us and the leaseholders who may own their home in one of the many Council owned residential blocks. The service also considers any Right to Buy applications from Council tenants.

Income Recovery Team

The Income Recovery Team is responsible for the collection of rent and service charges from tenants and leaseholders. As an Income Recovery Officer you will be customer facing and spend much of your time talking with tenants either on the telephone, visiting them in their own homes or meeting them at



the Council Offices. In partnership with the Citizens Advice Bureau, Peabody (housing related support provider) and the Department for Work and Pensions you will help and support tenants to maintain their tenancies successfully.

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“This role is challenging but you do get a feeling of bettering the community you are serving as well as understanding that tenancies are important to our residents. You strive to ensure that all residents are able to live nuisance free in their homes.”

Chris Walsh - Neighbourhoods Team Manager

The Neighbourhoods Team

The Neighbourhoods Team is responsible for managing the Council’s tenancies which can include tackling anti-social behaviour (ASB). As a Neighbourhood Officer you will work closely with the Police, the Safer Communities Team and many other agencies to tackle ASB, instigate closure orders, community protection warnings (CPW) and community protection notices (CPN).

Neighbourhood Officers spend a large part of their time investigating cases, talking to people in their homes and out on the Council’s estates.

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The Estate and Land Team

The land and Estate Team is responsible for estate and land management matters, in connection with land acquired under Housing Act powers. Supported by a Team Manager, there are several roles within the Estate and Land Management team:

Estate and Land Officer
Housing Support Officer
Resident Involvement Officer

Estate and Land Officers regularly inspect our estates to make sure open spaces and communal areas are attractive, clean and safe.

Home Ownership Team

The Home Ownership Team is responsible for processing Right to Buy applications in accordance with the Housing Act 1985. We deal with all aspects of leasehold management and produce annual estimated forecasts of service charges and are responsible for all actual re-charges to leasehold service charge accounts.

Supported by a Team Manager, the team comprises of 2 full time and 4 part time members of staff. We work closely with other departments such as Fraud Investigations, Finance, Legal Services and Property Assets.

The role requires excellent customer focus and analytical skills. It is a demanding role but offers great satisfaction for helping both tenants achieve their dream of becoming a homeowner and providing an excellent service to all our leaseholders. We are a very supportive team and work well together to provide an excellent customer experience.

“Whilst the work can be challenging, it affords me great job satisfaction. I find it particularly inspiring being part of a team that is working towards making our estates a better place to be”.

Jayne Judd - Estate and Land Officer.





Your qualification

As part of the apprenticeship programme you will have the opportunity to achieve a CIH (Chartered Institute of Housing) qualification. This is a fantastic way of establishing yourself as a professional in the housing sector, as well as making sure you have the theoretical

knowledge, key skills and learning to perform at the highest level in your day job.

The qualifications make skills visible and bring a greater depth of understanding than experience can sometimes provide.



For more information:

[http://www.cih.org/resources/PDF/Housing Academy PDFs/A - Guide for apprentices.pdf](http://www.cih.org/resources/PDF/Housing%20Academy%20PDFs/A%20-%20Guide%20for%20apprentices.pdf)

Housing Career Pathway

Hear from colleagues already at EFDC in learning roles



I have been with EFDC since 2015, starting as a Business Admin Apprentice completing a level 2 and 3 qualification. I am now a Project Improvement Officer where I am completing a Chartered Management Degree

- Becky
(Graduate Management Apprentice)



During my 2 years at EFDC I have gained so many new skills through training with the council. It has also given me so many valuable experiences and opportunities

- Amy
(Marketing Apprentice)



I have worked for EFDC for many years, the graduate apprentice role that I started last year has given me so many opportunities! I hope that with the Chartered Management Degree I will be able to move into an exciting new role

- Therese
(Graduate Management Apprentice)



What I really enjoy about this apprenticeship is earning a good wage whilst learning. It brings me a great sense of achievement. I also really enjoy the coaching scheme EFDC provides as I know I have the support to achieve success

- Louis
(Construction Apprentice)



EFDC offers a wide range of experiences and opportunities that have made employment much more enjoyable'

-Ben
(Electrical Apprentice)





Terms, Conditions and Benefits

- 24 month contract
- 36 hours per week
- CIH Level 2 Qualification, training and development opportunities plus mentoring
- £15,000 per annum
- Local Government Pension Scheme
- 28 days annual leave (plus bank holidays)
- Flexible working
- Employee Assistance and Benefits Platform

How to Apply

You will need to have Maths and English at grade C or equivalent.
Apart from that we are just keen to recruit people with a
‘desire to support people in the community who can demonstrate our key EFDC Values of Trust, One Team, Performance, Innovation and Customer’.



If you are excited about joining us please forward your CV making sure to include the grades attained for Maths and English GCSE and a supporting statement of no more than 2 sides of A4 explaining what attracts you to this Housing Career Pathway Programme, and why you think you would be a good candidate to take up this opportunity.

Email applications to: icray@eppingforestdc.gov.uk

Deadline for applications: **6th September 2020**

