

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Voids & Facilities Housing Officer
Hours:	30 hours per week (4 days)
Contract:	3 years Fixed Term, to align with funding
Salary:	£27,636.80 - £28,173 pro rata (£22,109 - £22,538 for 30 hrs)

Purpose of the Role

This role provides essential operational support to the Voids & Facilities Manager across DASH's Supported Accommodation Services and Kepier Homes' small portfolio of general-needs tenancies. The postholder ensures properties are safe, compliant and ready for occupation; supports residents through trauma-informed move-in processes; and delivers core housing management duties including licence agreements, tenancy management, annual checks, rent collection and arrears prevention.

The role strengthens our ability to offer high-quality, well-maintained homes and predictable, respectful housing services that promote stability, safety and tenancy sustainment.

Key Responsibilities

Voids & Property Readiness

- Support the Voids & Facilities Manager with end-of-tenancy processes, void inspections and property readiness checks.
- Coordinate repairs, cleaning, safety checks and contractor attendance to ensure properties meet DASH and Kepier Homes' standards before re-let.
- Maintain accurate void records, turnaround times, compliance documentation and asset information.

Move-Ins & Resident Onboarding

- Lead trauma-informed move-in appointments for Kepier Homes general-needs tenancies and support move-ins across Supported Accommodation.
- Complete licence agreements and tenancy sign-ups, ensuring residents understand their rights, responsibilities and support available.
- Provide clear, predictable information about property standards, safety, reporting repairs, rent payments and on-call arrangements.

Tenancy & Licence Management

JOB DESCRIPTION & PERSON SPECIFICATION

- Carry out routine tenancy/licence monitoring, including welfare checks, property condition visits and early identification of issues.
- Support residents to maintain their homes, adhere to agreements and access support where needed.
- Manage low-level breaches through supportive, strengths-based conversations and escalate concerns appropriately.

Annual Checks & Compliance

- Deliver annual property checks across Supported Accommodation and Kepier Homes, including:
 - Gas, electrical and fire safety access
 - Water hygiene checks
 - Property condition and repairs
 - Smoke alarm testing
- Ensure all compliance actions are logged, followed up and completed within required timescales.

Repairs, Facilities & Contractor Coordination

- Raise, track and close repairs, ensuring communication with residents is timely, clear and respectful.
- Support contractor oversight by monitoring performance, attendance, quality of work and adherence to safety requirements.
- Escalate complex repairs or compliance concerns to the Voids & Facilities Manager.

Rent Collection & Arrears Prevention

- Support rent collection processes for Kepier Homes and Supported Accommodation service charges.
- Provide early, supportive intervention when arrears arise, helping residents understand payments, benefits, and budgeting options.
- Work with the Voids & Facilities Manager and Finance to monitor accounts, agree repayment plans and escalate cases appropriately.

Housing Officer Duties

JOB DESCRIPTION & PERSON SPECIFICATION

- Act as a first point of contact for residents regarding housing queries, repairs, tenancy/licence issues and property standards.
- Carry out neighbourhood and estate checks for Kepier Homes properties.
- Support anti-social behaviour monitoring and early intervention, using trauma-informed approaches and multi-agency collaboration.

Record Keeping & Systems

- Maintain accurate, timely records across housing management systems, compliance logs, void trackers and tenancy/licence files.
- Ensure documentation meets regulatory, audit and quality assurance standards.

Teamwork & Organisational Contribution

- Work closely with Supported Accommodation teams, Voids & Facilities Manager, Finance, and external contractors.
- Contribute to service improvement, problem-solving and operational consistency.
- Uphold DASH's values of safety, respect, choice, empowerment and predictability in all interactions.

Person Specification

Essential:

- Experience in housing management, property services or supported housing.
- Strong organisational skills and ability to manage multiple tasks.
- Confident communicator with a trauma-informed, resident-centred approach.
- Ability to carry out property inspections and coordinate repairs.
- Understanding of rent collection, arrears prevention and tenancy/licence agreements.
- Ability to maintain accurate records and follow compliance processes.
- Full UK driving licence and access to a vehicle insured for business use.
- Ability to travel between multiple service project locations across County Durham at short notice, including during periods when public transport is unavailable.
DASH will consider reasonable adjustments for disabled applicants where appropriate.

JOB DESCRIPTION & PERSON SPECIFICATION

Desirable:

- Knowledge of social housing regulation, HHSRS, and basic property compliance.
- Experience working with vulnerable adults or people facing homelessness.

If you're someone who thrives in a role that blends practical skills, meaningful human connection, and real impact — we'd love to hear from you.

To apply, send us a covering letter outlining what you could bring to the role and why you'd like to work for DASH, along with your CV to: recruitment@dashorg.co.uk **Closing**

Date: 31st July 2026