



Housing Officer

About the Team and the Role

The Housing Officer plays a key role in delivering high-quality supported housing services across England, Wales, and Northern Ireland, ensuring compliance with legal and regulatory standards while promoting safe, sustainable communities.

Our Housing Officers take ownership of locality-based housing management for tenants with learning disabilities, providing proactive support to help tenants sustain their tenancies and feel safe and empowered in their homes.

Working closely with tenants, care and support teams, and other essential stakeholders building strong local relationships to ensure our homes and communities are welcoming, well-maintained, and inclusive.

Reporting to the Housing Team Leader, you will support the delivery of the Property Strategy and will make a meaningful difference in people's lives while contributing to our mission and living our values. The role requires a flexible, remote, and mobile approach - managing a regional patch through on-site visits with tenants completing housing and estate management, meeting with partners at various locations, and completing administrative, financial tasks, training and attending meetings either from home or from one of our offices.

What you will bring to the role (Essentials)

- Demonstrable experience managing a patch, administering and managing tenancies, resolving tenant and customer queries, maintaining accurate records and

ensuring legal compliance, including preparation for legal action and presenting or attending Court hearings through at least three years supported housing experience.

- Develop and maintain strong relationships with tenants, support teams, and stakeholders, managing contracts and identifying and resolving risks.
- Proven ability to investigate complaints and breaches of tenure, mediate disputes, manage ASB cases, and apply reasonable and proportionate enforcement, including preparation for legal action where required.
- Demonstrable ability to maintain safe, well-managed homes and estates through effective inspections, issue resolution, contractor management and oversight of rent and service-charge accounts.
- Demonstrable understanding of housing law, safety standards (fire, gas, asbestos, water, HHSRS), welfare benefits, tenancy sustainment and service-charge management ensuring value for money.
- Proven ability to follow safeguarding procedures, maintain accurate records, and promote continuous improvement.
- Demonstrable ability to communicate effectively, negotiate, manage conflict, use IT systems confidently, organise workload, analyse risk and handle challenging situations with sound judgement.
- Chartered Institute of Housing (CIH) qualification (or working towards/equivalent) and a full UK driving licence with business-use insurance.
- Bring essential experience of working in supported housing (minimum of 2years), relevant qualifications (CIH gained in the past 5years, or working towards, or equivalent), full UK driving licence with business-use insurance and daily access to a vehicle and clear enhanced DBS.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



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