



Role Profile

Sheltered Housing Officer

Housing

Prevention and Communities



SWINDON
BOROUGH COUNCIL

Role Profile: Sheltered Housing Officer	Role Profile Number: SBC_12632
Directorate: Housing	Reporting to: Sheltered Housing Manager
Grade: CFL7	Date Prepared: 28 March 2026

Our values

Our Values shape how we work for the people of Swindon. They guide how we make decisions, how we deliver services and how we work with our communities and partners.

Our Values are:

We SEE – people, not problems – and stay curious to understand their story.

We HEAR – each other and the people we serve

We CARE – about our colleagues, our residents and our community

We ACT – with integrity, accountability and purpose

We LEARN – from data, feedback and experience so we keep improving

These five values describe the standards we hold ourselves to as a Council, and what residents and partners can expect from us.

The Swindon Commitment

The Swindon Commitment shows how we bring our Values to life every day, in every role, across all that we do. It turns our Values into practical promises between the Council, our colleagues and the people we serve so we can work together to deliver the best possible services and support.

Created with colleagues from across the organisation, the Swindon Commitment sets out a shared understanding of how we work, lead and behave. Rooted in our five core values, it reflects how we listen to, include and respond to residents, communities and each other



We See

people, not
problems – and
stay curious to
understand
their story.



We Hear

each other and
the people we
serve.



We Care

about our
colleagues,
residents and
community.



We Act

with integrity,
accountability
and purpose.



We Learn

from data,
feedback and
experience to
keep improving.

Purpose

The Sheltered Housing Officer will deliver an exemplary customer experience that drives up satisfaction, achieved through a proactive and comprehensive housing management offer across Council-owned Sheltered Housing Schemes, referring customers to internal and external support where these might meet an identified need.

The postholder will be working in schemes and will be visible and approachable, understand scheme issues, work collaboratively, and be the trusted face of organisational accountability for the quality of homes, schemes and services we provide.

This role involves delivering a range of tenancy management and neighbourhood services, collaborating with key colleagues from across the organisation as well as developing relationships with other local service providers. You will aim to sustain tenancies and ensure schemes are clean, safe and a place where our tenants want to live and thrive. The postholder will, when working in, or covering, our schemes, provide effective housing-related support plans to older and vulnerable people with a wide range of needs that enable them to remain in their own home and lead as independent a life as possible.

Manage the alarm call systems, complete all compliance and health and safety checks across relevant buildings and work collaboratively to create and maintain strong resident involvement and community engagement.

The successful candidate will demonstrate technical expertise in housing management, and the ability to manage complex operational activities. The role also requires effective stakeholder engagement, robust risk management, and a commitment to continuous improvement to safeguard residents, colleagues, and the wider community.

Key responsibilities and accountabilities:

- Provide an intensive housing management service for rented properties for older and vulnerable people, including tenant inductions, viewings, timely void management, and management of low-level anti-social behaviour in line with policies and procedures.
 - Manage new resident onboarding, ensuring tenants understand scheme facilities, safety systems, support routes, tenancy conditions, and house rules.
 - Understand and apply tenancy law (e.g., abandonment, assignment, succession, mutual exchange, tenancy terminations).
 - You may be required to conduct property viewings for prospective tenants.
 - You will support tenants with rent and service charge enquiries, ensuring timely and accurate assistance when required.
-
- Support tenancy sustainment and customer independence through advice, early intervention, and partnership working with Housing Enforcement Officer when enforcement is required.

- While on duty, ensure alarm equipment is functioning effectively. Manage local alarm systems through liaison with the social alarm monitoring provider, maintain accurate customer data, test equipment, and respond to social alarm calls and emergencies, including necessary follow-up.
- Carry out regular wellbeing checks (scheduled and ad-hoc) to ensure residents are safe, supported, and able to maintain independence, escalating any concerns appropriately.
- Undertake ongoing monitoring of estate contracts (lift maintenance, fire safety equipment, social alarm repairs, communal cleaning).
- Complete weekly and monthly scheme and communal area inspections, ensuring fire safety, and repair issues are documented, actioned, and followed through to completion.
- Ensure compliance with building-related statutory checks, such as fire alarm tests, emergency lighting checks, and water hygiene tasks, working closely with compliance teams.
- Maintain accurate customer risk assessments, updating them when circumstances change and ensuring all relevant colleagues are informed of new risks.
- Co-ordinate and support planned or emergency evacuations, ensuring residents understand fire safety procedures and that evacuation plans are reviewed and communicated regularly.
- Assess and monitor residents' needs and wellbeing using appropriate tools. Provide tailored support, advice, and signposting to internal services (e.g., Support Team) or external statutory/voluntary agencies when required.
- Respond to any safeguarding or wellbeing concerns in line with policy, ensuring customer safety, and work with Adult Social Care and Health Authorities on safeguarding cases as needed.
- Monitor and manage scheme access, ensuring security arrangements (door entry, visitor protocols, CCTV where present) are used appropriately to maintain safety.
- Manage the use of local scheme facilities (guest rooms, laundry, communal lounges, parking) in line with policy and procedure.
- Maintain a visible on-site presence, offering reassurance to residents, supporting informal welfare discussions, and promoting a calm, safe environment.
- Work collaboratively with repairs and asset teams to ensure adaptations or accessibility improvements are identified and progressed to support independent living.
- Support and oversee access arrangements to enable statutory and compliance-related checks, including electrical inspections.
- Ensure services are delivered in line with corporate priorities, statutory requirements, and health and safety legislation.
- Take responsibility for personal safety while lone working, ensuring compliance with SBC Health and Safety policy.
- Respond to service requests, complaints, and enquiries from tenants, elected members, and other stakeholders.
- Attend meetings with tenants, leaseholders, community groups, and Councillors to provide operational updates and resolve issues.

- Support the development of digital systems and data reporting tools to improve operational insight and decision-making.
- Promote a data and tenant insight driven culture by utilising data and feedback to inform decision-making within processes and service delivery.

Supplementary Accountabilities:

- Represent the service in meetings with Councillors, residents, and external bodies, providing professional advice and updates on operational matters.
- Promote and embed equality, diversity, and inclusion in all areas of work.
- Participate in continuous professional development and ensure training needs are met.
- Respond to priority service requests and emergencies, including working unsociable hours when required.
- Collaborate with internal teams and external stakeholders to ensure clear communication of expectations, health and safety requirements, and operational priorities.
- .
- Take part in community development events and act as an ambassador for housing , promoting engagement and supporting customers who will benefit most.
- Carry out any other duties appropriate to the post as necessary or as requested.
- Flexibility to travel as part of managing a patch, and flexibility to travel across the borough when cover is required.

Professional behaviours:

Everyone in Housing is responsible for:

- Safeguarding adults and children.
- Reporting damp and mould.
- Keeping resident records up to date and accurate.
- Promoting engagement opportunities and giving opportunities to be heard to underrepresented voices.
- Treating tenants and their homes with respect.
- Maintaining levels of professional conduct and practice.
- Data protection and governance.

Decision making:

- Prioritise and escalate decisions where there is a risk to life, serious injury, environmental harm, or breach of statutory duty, ensuring urgent intervention and mitigation.
- Support decision-making on service improvements, innovation trials, and transformation initiatives, ensuring alignment with strategic goals and customer expectations.
- Provide expert advice in response to complaints, legal claims, insurance matters, and regulatory investigations, representing the Council where required.

Creativity and innovation:

- Drive service improvement by identifying operational trends and recommending changes to practices, standards, or policies.

- Promote innovative use of methods, and digital tools to modernise service delivery and improve efficiency.
- Support the implementation of technical solutions that enhance compliance, asset performance, and customer outcomes.
- Contribute to strategic development initiatives, ensuring innovations align with organisational.

Job Scope:

Number and types of jobs managed: None

Budget Holder: No

Budget Value: N/A

Asset Responsibility: N/A

PERSON SPECIFICATION

Qualifications	Essential or desirable
• Chartered Institute of Housing level 3 or above (or equivalent experience) • Management qualification or equivalent experience desirable • Educated to GCSE Level A–C or equivalent	Desirable Desirable Desirable
Knowledge and experience:	
• Proven experience of working with customers face to face and over the telephone; being able to demonstrate excellent customer handling skills and dealing courteously and in a professional manner, speaking clearly and showing patience towards others; being able to gather information and give support and assistance. • Appreciation and understanding of Housing legislation including the the Social Housing Regulation Act and the consumer standards. • Experience in stakeholder engagement, conflict resolution, and customer service. • An understanding of the Data Protection Act and the safeguards against disclosing information to a person other than the data subject.	Essential Desirable Desirable Essential
Aptitudes, Skills and Competencies:	

• Excellent communication skills. • A problem solver who can use their own initiative. • Able to work under own initiative and managing caseload. • Excellent IT skills, and a good knowledge of Microsoft Office. • Ability to maintain and update databases with high levels of accuracy. • Must be fluent in the English language (as requirement of Part 7 of the Immigration Act – for the effective performance of a customerfacing role).	Essential Essential Essential Essential Essential Essential
Special Conditions of Recruitment:	
The postholder will require a full UK driving licence and access to a vehicle and have business insurance	Essential

Other Key Features of the role:

It should be noted that the duties and tasks associated with this post may change from time to time without altering their general character or the level of responsibility entailed. The above duties and activities associated with this job are neither exclusive nor exhaustive and the job holder may be called upon to carry out other such appropriate duties as may be required within the grading level of the job.



