

# The Diploma

IN PUBLIC SERVICES

## How to become an... Housing Officer

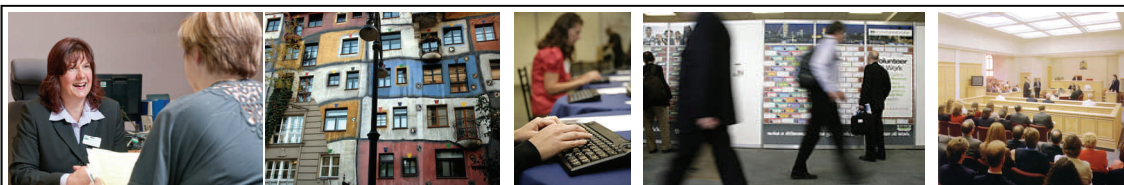
£17,000-£28,000 per year (depending on seniority)

Promotion to: Senior Officer, Housing Manager

### Job Description:

A housing officer is responsible for managing and maintaining rented properties for housing associations, local authorities or other organisations. They may work with vulnerable people, including the elderly and those with mental health issues. The work can be demanding but it can also be very rewarding as housing officers often make a positive difference to tenants' lives by improving their living conditions and their local community.

The role can include; interviewing applicants, allocating properties, advising on property matters, helping residents to be safe and secure, dealing with disputes and preparing cases for court.



### Personal Competencies



Evan was really interested in the housing sector when he was studying the Higher Diploma in Public Services. He used career mapping topics as a chance to find out more and made sure that he put in an early request for his work placement to be in housing.

His employer mentor suggested he looked at the range of basic welfare benefits in his project which Evan found lots of information about.

After completing his Diploma Evan applied for an Advanced Apprenticeship in Housing with his local authority. He was accepted due to the experience he brought through his Diploma. He showed good problem solving skills as well as having an understanding of current housing issues. Evan had volunteered at his college to organise charity events giving him experience of dealing with the public and using his initiative.

For more information try visiting:  
[Connexions-direct.com/jobs4u](http://Connexions-direct.com/jobs4u)  
[cih.org/services/careers](http://cih.org/services/careers)  
<http://careersadvice.direct.gov.uk>

### Training and Qualifications

There are no formal entry requirements. Those with A-Levels or an Apprenticeship in Housing will have an advantage. There are various degrees in housing, social policy and urban studies that can be an excellent start. Once in a role training will be provided including a Level 3 Certificate in Housing, a Level 4 Diploma in Housing, a NVQ in supporting legal advice provision and NVQs in Advice and Guidance.