

# CORNWALL HOUSING



A CORNWALL  
COUNCIL COMPANY

## Housing Officer - Independent & Supported Living

Recruitment pack



# Join us at Cornwall Housing and be part of the change

**If you're looking for a quiet life in Cornwall, this isn't the place for you. But if you're after a challenge and a change, where you can really make a difference, then we've got a home for you at Cornwall Housing.**

We're renewing our service to ensure every resident has the safety, support, and opportunity to thrive in a home that truly works for them. By uniting our Supported Housing and Independent Living teams, we are building a service rooted in care, connection, and community - one that helps residents live fulfilling lives and makes a lasting, positive impact.

If you're inspired by these values, apply now and become part of this change!

We're looking for a passionate and people centred **Housing Officer** to lead our locality based **Independent & Supported Living service** and make sure residents across Cornwall receive a high quality, safe and truly person centred housing experience.

We have two opportunities available:

- South East Cornwall – Part time Housing Officer
- North East Cornwall – Full time Housing Officer





# What our new Independent & Supported Living Service looks like for residents

Our refreshed Independent & Supported Living service is designed around our locality model, with support delivered across three regions, ensuring services are accessible, personalised, and rooted in the local community.

## Regional Housing Officers

Each region has a dedicated Housing Officer who is accountable for services in that area. They will lead the team working on site, coordinate support, work closely with onsite care providers on our supported schemes, strengthen local partnerships, and make sure buildings remain safe and well managed.

## Scheme Coordinators Focused on Resident Wellbeing

Every older person's scheme has its own Scheme Coordinator, whose role centres on resident engagement, activities, events, wellbeing support, and building strong resident relationships. Their goal is to help residents stay connected, active, and supported.

## On Site Caretakers Helping Day-to-Day

Each older person's scheme also benefits from a dedicated caretaker who assists residents with:

- Grounds maintenance
- Small community projects that build pride and enhance the scheme's appearance
- Light DIY tasks
- Moves and transitions

## Stronger Community Connections

We're making greater use of communal spaces and encouraging resident led activities that bring people together, strengthen connections, and create a genuine sense of community.

## Proactive Health & Wellbeing Support

Teams proactively engage with GPs, health professionals, and local services. This help residents stay independent for longer and reduces reliance on emergency services and social care.

## Support Beyond the Scheme

Our outreach work also supports older people in the wider community, offering:

- Signposting to helpful services
- Community connections
- Early engagement with prospective residents to ensure smooth transitions



# About us

Cornwall Housing is an ALMO. This means we manage and maintain approximately 10,200 homes, 400 leasehold properties, shops and land and neighbourhoods on behalf of Cornwall Council.

We're held to account by the Regulator of Social Housing and have our own board, with resident representation.

Any profits are re-invested into the Housing Revenue Account and used to improve social housing locally and we work closely with Cornwall Council and our residents to deliver key housing services across the region, ensuring we have safe homes in strong communities for one and all.



## Role Purpose:

The Housing Officer for Independent and Supported Living Services is responsible for delivering and managing a high-quality housing management service across a designated locality, while providing coaching and line management to Scheme Coordinators within older persons' and supported accommodation schemes.

This role ensures compliance with tenancy management, health and safety, and community engagement standards, promoting resident wellbeing and independence through effective partnership working. The Housing Officer builds strong relationships with internal teams and external partners to deliver joined-up services that benefit communities, improve performance, and support innovative ways of working. Acting with integrity and professionalism, the role upholds company policies, Social Housing Regulator standards, and best practice at all times.

## Behaviours, Competencies and other requirements

*We use the following criteria below to assess your suitability for the role; please refer to the recruitment & selection column to establish at which stage the criteria are assessed. Requirements assessed at the 'Application' stage represent the minimum essential requirement for shortlisting purposes*

Behaviours	Assessment Method
<p><b>Collaboration</b> You understand and focus on customer satisfaction and work well with colleagues and partners.</p> <p><b>Honest</b> You take responsibility for your work, your environment and your development.</p> <p><b>Learning</b> You apply expertise, solve problems and make improvements to deliver the best possible customer outcomes.</p>	<p>Application Form and Interview</p>

Qualifications and Experience	Assessment Method
<p>The following qualifications and experience are essential:</p> <p>Level 3 qualification (or equivalent experience) in a relevant discipline, e.g.:</p> <ul style="list-style-type: none"> <li>• CIH Level 3 Certificate in Housing Practice</li> <li>• Health &amp; Social Care</li> <li>• Social Housing</li> <li>• Community Development</li> </ul> <p>English and Maths at Level 2 (GCSE A–C/9–4 or equivalent).</p>	<p>Application Form</p>

Evidence of applying technical skills; either landlord and tenant law, housing legislation, anti-social behaviour or equivalent in a similar service.	Application Form Interview
12–24 months' experience in housing, supported housing, or community services—preferably within older persons' or supported accommodation.	Application form
Ability to problem solve and evidence creative solutions to complex issues	Application form Interview
Proven ability to respond appropriately and competently to resident enquiries, delivering advice, information, and support with a high level of customer care.	Application form Interview
Experience of partnership working with internal and external agencies, including active contribution to multi-agency meetings through constructive debate and collaborative problem-solving.	Application form Interview
Strong record-keeping and performance reporting skills, ensuring accurate, timely, and confidential documentation of case notes, KPIs, dashboards, and compliance data.	Application form Interview
Customer-focused and compassionate, with experience building trust and rapport.	Application form Interview
Excellent communication and interpersonal skills, with the ability to act with tact and diplomacy and remain calm under pressure, including in crisis situations.	Application form Interview
Ability to meet conflicting deadlines, prioritise work, and demonstrate resilience to deliver sound decision-making.	Application form Interview
Experience in complaint handling and informal resolution, including risk assessment and escalation.	Application form Interview
Proven ability to conduct visits, interviews, manage complaints, and handle difficult conversations to build positive customer relationships.	Application form Interview
Ability to self-motivate and work independently, as well as collaboratively with colleagues and partners.	Application form Interview
Evidence of resident engagement and the development and delivery of community-based engagement opportunities.	Application form Interview
IT proficiency, including Microsoft Office applications and database systems for maintaining records and reporting performance.	Application form Interview
Knowledge of health and safety requirements and risk management.	Application form Interview

<b>The following qualifications and experience are desirable</b>	<b>Assessment Method</b>
Tenancy management experience, including: <ul style="list-style-type: none"> <li>• Allocations/voids, tenancy sign-ups, estate inspections.</li> <li>• Responding to breaches (early intervention), basic ASB case handling and signposting.</li> <li>• Income sustainability support (payment plans, debt advice signposting, abandoned property checks).</li> </ul>	Application form Interview
Safeguarding adults: identifying concerns, making referrals, participating in multi-agency meetings.	Application form Interview
Health & Safety compliance in communal schemes: understanding of landlord responsibilities, communal inspections, fire safety checks, risk assessment follow-up, incident reporting.	Application form Interview
Experience working within a local authority, ALMO, or Registered Provider environment	Application form
Proven experience of managing, motivating, and coaching a team to deliver high levels of customer service.	Application form Interview
CiH level 3 / Membership of Chartered Institute of Housing or working towards qualification	Application form
Educated to A-Level or NVQ3 level or with equivalent experience.	Application form
<b>Other requirements</b>	
The duties of the role will be carried out in line with the CHL Flexible Working model – Balance. It is a condition of employment that the role holder can attend the office as required to attend face to face meetings in order to fulfil the obligations of the role.	Application Form
The duties of the role involve travel on a regular basis. It is a condition of employment that the role holder can exercise satisfactory travel mobility in order to fulfil the obligations of the role. For those journeys where an alternative form of transport is unavailable or impracticable the role holder will be required to provide a suitable vehicle.	Application Form
The duties of the role involve travel on a regular basis the role holder will be required to provide a suitable vehicle.	Application Form
The duties of the role include working out of hours and attending evening meetings. It is a condition of employment that the role holder should attend on such occasions.	Interview
This role has been identified by the organisation as safety critical	Yes/No
This post is subject to a criminal record Disclosure & Barring Service (DBS) check	Yes – Enhanced

# Timeline

The closing date for applications is: **29 March 2026**

Interviews: **7-8 April 2026**

## How to apply

If you are interested in becoming a **Housing Officer** visit **[www.cornwallhousing.org.uk](http://www.cornwallhousing.org.uk)** or call **0300 1234 161**

