



**An exciting opportunity has arisen to join
our Kendal team**

**Housing Officer (25hrs)
£18,500 pro-rata**

Fairoak Housing Association has a vacancy within its Kendal team. The team prides itself on delivering excellent customer driven services, being prepared to go the extra mile to ensure that our tenants and future tenants have their expectations met. All of the Associations tenants are people with learning disabilities and this ensures that the work is very exciting and rewarding, but also requires members of the team to be good communicators and have excellent problem solving skills, as well as the ability to ensure effective housing management and promoting independent living skills with tenants.

Your core responsibilities will be housing management including organizing repairs and maintenance, tenant communication & participation tenant social activities, property inspections, arranging service agreements and vacancy management.

You will be responsible for delivering high levels of customer service, achieving agreed service level and personal targets as well as working to provide a value for money service for our tenants.

The successful candidate will have a track record of delivering front line customer services, some experience of the customer group and working within a housing association is desirable. However, training will be available for the candidate with the right attitude, skills and knowledge and ability to fit within the team.

Hours are 25 hrs per week covering Monday to Friday (mainly afternoons)

We offer the chance to work with our dynamic team, generous holidays and both internal and external training opportunities.

For an informal discussion please contact Mrs. Alex Wolfenden, Housing Director
Telephone 01539 720082

Download an application form from our website at www.fairoakhousing.co.uk

Write to Fairoak Housing Association, 48 Stramongate, Kendal Cumbria LA9 4BD

The closing date for completed applications is Monday 30th January 2012.