

Recruitment Pack –

Housing and Support Delivery
Officer

37.5 hours per week

March 2025



Hello...

Thanks for your interest in this brand new and exciting role.

We're Solo Housing (East Anglia) and whilst we may be small, we are perfectly formed, unique and not afraid to dream big. In short, we are on a mission to make a difference.

Originally established in 1985 as the Campaign for Single Homeless (COSH), we became Solo Housing (East Anglia) in 1996 and are a Registered Provider of Social Housing and a Registered Charity.

Since our inception, we've worked tirelessly alongside trusted partner organisations, including local authorities, fellow registered providers, charities and private landlords. Together, we support single people who are facing homelessness, or at risk of losing their home.

We have a hugely supportive and knowledgeable Board and our ambitions include steady but significant growth, acquiring and building new homes, to expand our capacity to deliver high-quality services to single people in need.

Clearly, we can only make this all possible by having the very best people playing an active part in our business. So, if you are someone who's looking for flexible work, who's energetic, dynamic, forward thinking, has an upbeat personality, is great with people and wants to be part of something quite special, then don't delay in submitting your application today.



Andrew Meyer
Chief Executive

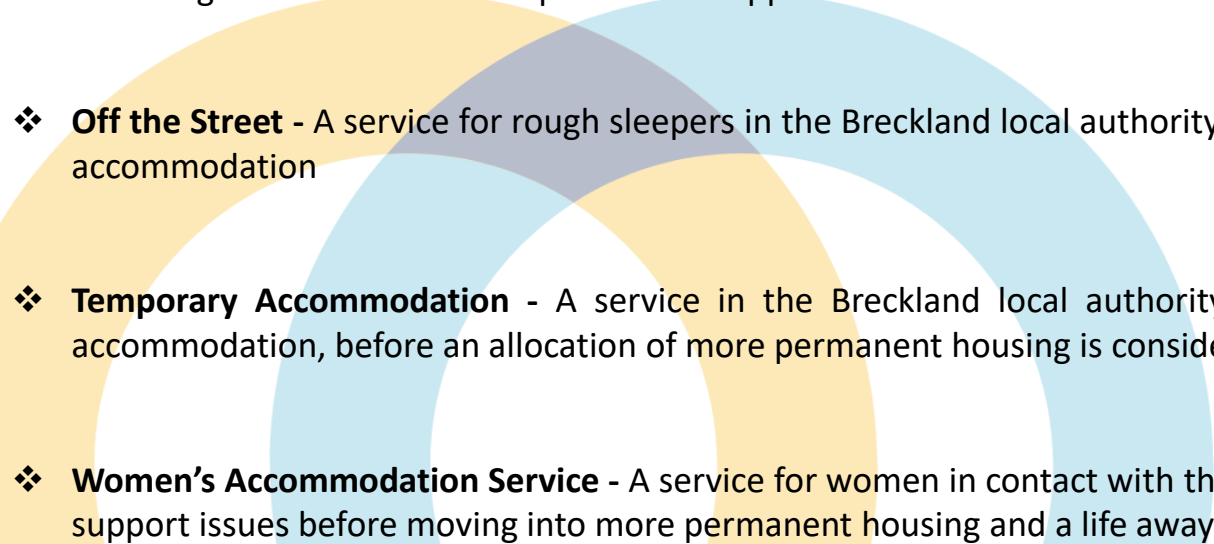
What we do...

We offer practical help and support to single people of all ages throughout East Anglia who are experiencing homelessness, at risk of losing their home, or simply wanting some support.

We understand that everyone's situation is different and that's why we provide a range of tailored services:

- ❖ **Lodgings Scheme** - This innovative program matches people with spare rooms to those seeking affordable housing. The benefits are mutual, providing landlords with a tax-free income, while fostering companionship and household support
- ❖ **Supported Housing Accommodation** - Temporary housing solutions, spanning up to 2 years, focused on equipping individuals with the skills needed to sustain long-term accommodation. We offer single occupancy, shared living and hostel options, all backed by the unwavering support of Solo colleagues
- ❖ **General Needs Accommodation** - Low-cost, self-contained single-person housing serving as a crucial steppingstone for people transitioning from Supported Housing

What we do cont...

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- ❖ **Accommodation Access and Assertive Outreach** - Triage assessments and support to people to access accommodation in the Breckland, Broadland and South Norfolk local authority areas. This service includes assertive outreach, supporting single people at risk of losing their accommodation, or those not accessing wider homelessness prevention support
 - ❖ **Off the Street** - A service for rough sleepers in the Breckland local authority area who are supported to resettle into either supported, or more permanent accommodation
 - ❖ **Temporary Accommodation** - A service in the Breckland local authority area of shared accommodation for single people who require temporary accommodation, before an allocation of more permanent housing is considered
 - ❖ **Women's Accommodation Service** - A service for women in contact with the criminal justice sector on their release from prison, helping them address key support issues before moving into more permanent housing and a life away from crime

Our offer as an employer...

We are driven by our commitment to making a difference to the lives of others and this extraordinary mission, is made possible by our exceptional team and we believe that attracting and retaining the very best talent, is key to our continued success.

In return for your hard work and dedication, you can expect:

- ❖ **Competitive Salary:** A starting salary of £24,347 pa
- ❖ **Generous Leave:** 28 days of annual leave, increasing to 30 days after two years of service, in addition to bank holidays
- ❖ **Pension Contributions:** 6% employer pension contribution, only requiring a 2% contribution from you
- ❖ **Health Cash Plan and 3 x Annual Salary Life Assurance:** To look after yourself and your family
- ❖ **Flexible Working:** A Hub | Home | Roam approach allowing for flexibility in your working practices
- ❖ **Training and Technology:** Access to the right technology and training to excel in your role and continue your professional development
- ❖ **Supportive and Fun Culture:** A culture of support and inclusion, where every voice is valued and everyone can be their true selves. We want our people to enjoy their jobs and to have fun!

The detail...

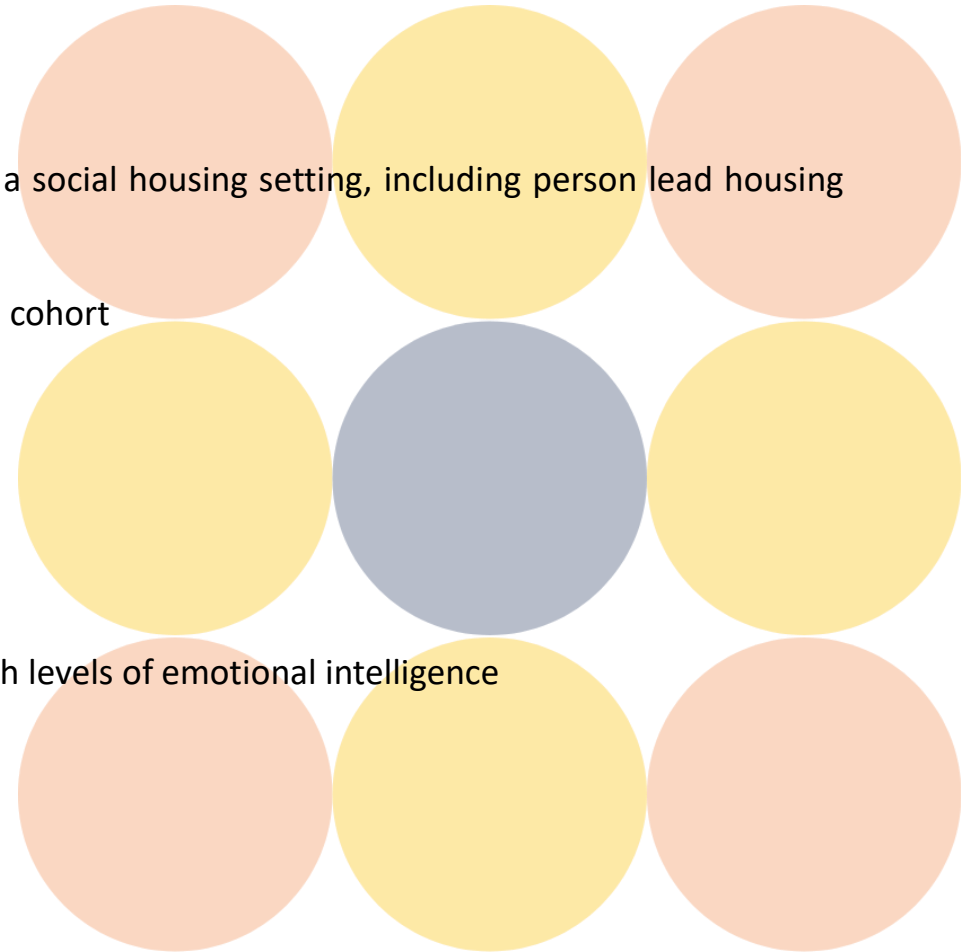
About the role:

This role and the person in it, will be expected to use their highly developed skills to provide housing management and support services that ensure Solo meets its legal and regulatory obligations and maximises its income, along with helping individuals change and improve their lives, moving into move on and settled accommodation.

The postholder will report directly to the Housing and Support Delivery Manager.

The right person will have:

- High level of knowledge and experience of delivering housing management services within a social housing setting, including person lead housing related support
- Experience of delivering successful outcomes working with the complex and chaotic lifestyles cohort
- Ability to prioritise own workload and ensure deadlines are met
- High level of organisational skills
- Ability to work as part of a team as well as independently with minimal supervision
- Demonstrable experience of being an effective Housing and Support Delivery Officer with high levels of emotional intelligence



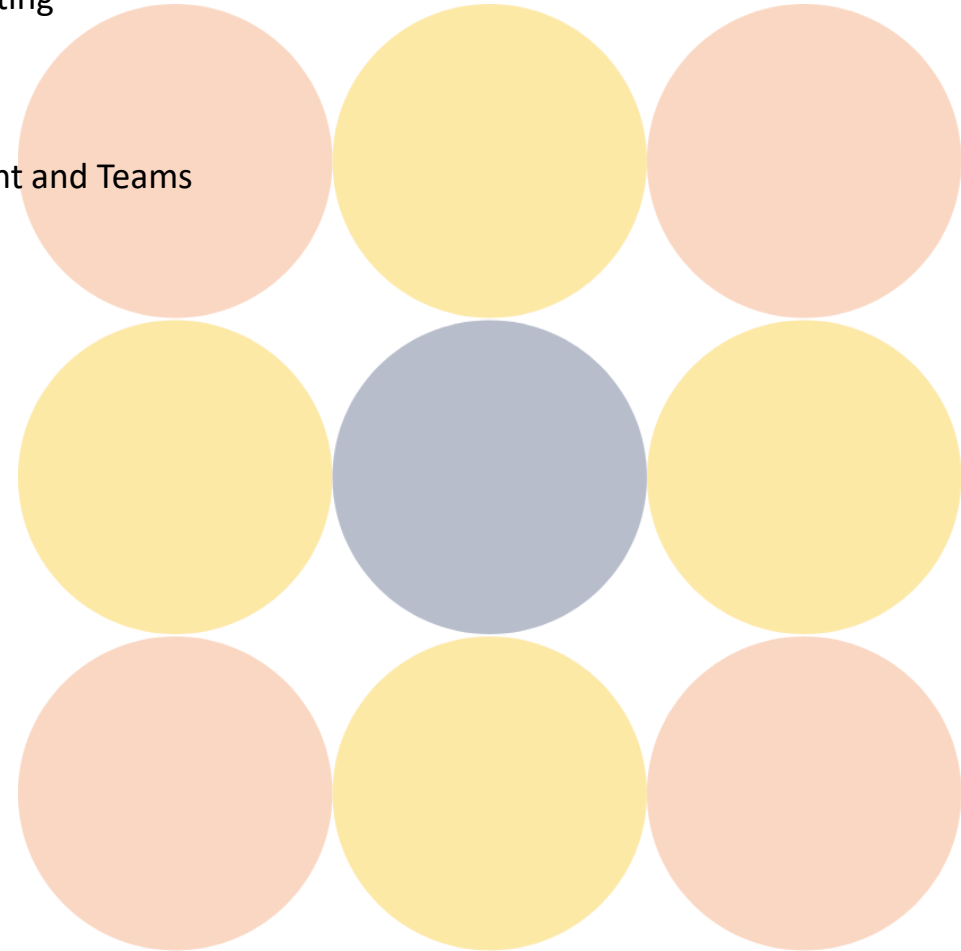
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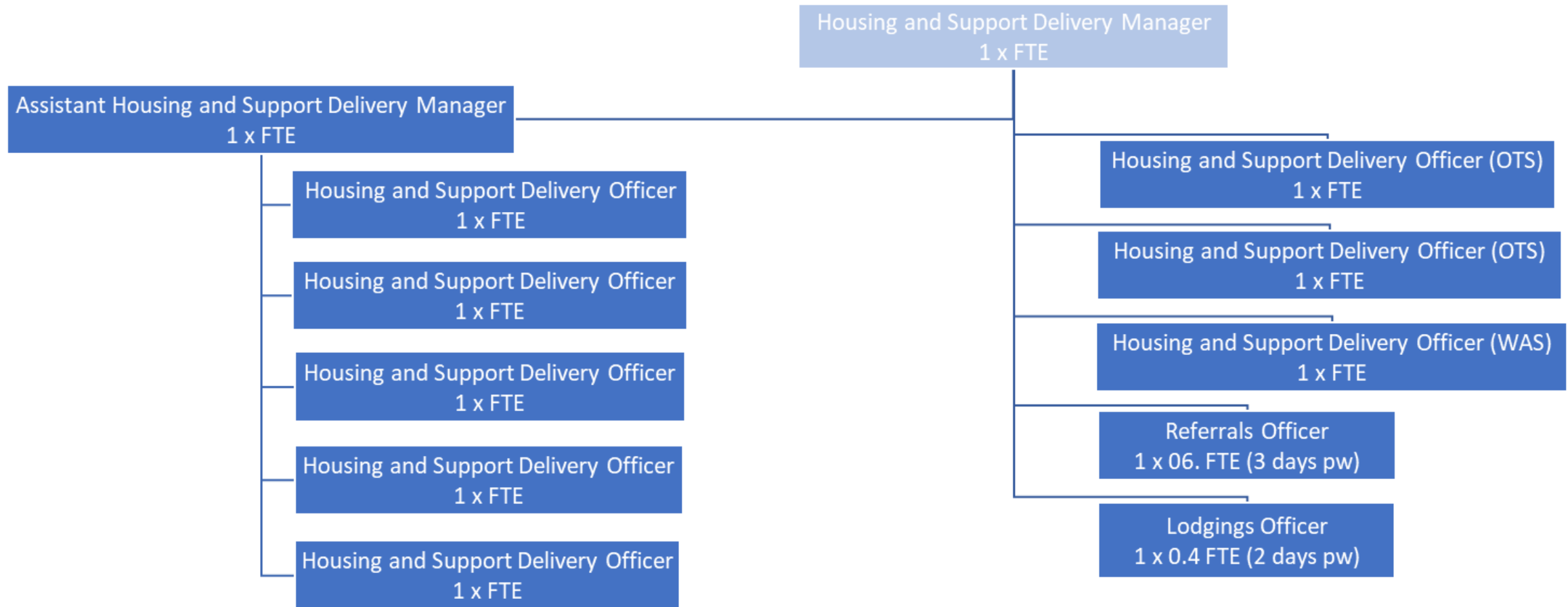
The right person will have cont....

- Excellent interpersonal skills and the ability to communicate with a diverse range of internal and external stakeholders
- Ability to think about the bigger picture and make key links across all parts of the business
- High level of understanding equality, diversity and inclusion issues within a social housing setting
- A high level of knowledge of maintaining Professional Boundaries
- Highly competent in the use of Microsoft packages including Word, Excel, Outlook, PowerPoint and Teams
- Able to learn and use in house systems
- Holder of a full UK driving licence with unrestricted access to a suitable vehicle for work use
- Able to successfully pass and maintain an Enhanced DBS check
- Willing to embrace professional development training to fulfil the role

Desirable:

- Recognised Housing and/or Support Qualification





How to apply...

We really value quality and high standards, so applications received without the following will not be considered, so please do take the time to showcase your best self.

To get the very best people, we want to hear their authentic voice and not just see an ability to reel off point after point from a job description.

To apply, please send to **hello@solohousing.org**:

- ❖ Your full and detailed CV
- ❖ A letter, statement or indeed something completely different, telling us why you are right for this role, what you would bring to Solo, what you would want to achieve in the role

We have a number of vacancies covering our operating area of East Anglia, so please specify when applying which area you are based in.

Closing Date: Midnight, Sunday 20 April 2025

Interviews: Wednesday 30 April 2025 in person