SUPPORTED HOUSING OFFICER

PAY SCALE	**Grade 7, SCP 12-17**
CONTRACT TYPE	**Permanent**
LOCATION	**Hybrid. Office Base: The Guildhall, Frankwell Quay, Shrewsbury SY3 8HQ**
CLOSING DATE	**13th December 2026**

Our vision is - Shropshire living the best life.

Shropshire Council is a unitary authority which serves the rural county of Shropshire. One of the most important things about working here is the knowledge that you're working to help others and the real sense of achievement and purpose that brings.

The people of Shropshire are rightly proud of their county's assets, its natural beauty, its history, its diverse economy, its vibrant culture.

About the role

Join our Strategic Housing Team as a Supported Housing Officer, providing a proactive and person-centred housing management service for adults living in supported accommodation across Shropshire.

This is a varied role where you will manage housing-related matters from licence sign-ups and property inspections through to rent, repairs, compliance and tenancy sustainment. Working closely with residents, colleagues, landlords, registered housing providers and partner agencies, you will help ensure accommodation is safe, suitable and well managed.

The role involves regular travel to supported living properties across Shropshire, including unaccompanied planned and responsive visits.

You'll work across a range of supported living properties throughout Shropshire, so no two days will be quite the same.

About you

We're looking for someone who is organised, approachable and confident working independently, with experience of housing management, supported housing or a similar customer-focused environment.

You'll need strong communication and problem-solving skills, with the ability to manage competing priorities and work sensitively with adults who may have a range of support and communication needs. You'll be comfortable working collaboratively with colleagues and external partners while knowing when an issue needs to be escalated or specialist advice sought.

Experience of housing case management, working with registered housing providers and an understanding of safeguarding, housing compliance and relevant legislation would be particularly valuable.

Benefits

We value our employees and offer staff rewards and plenty of opportunities for personal development, apprenticeships and career progression including:

- Generous annual leave commencing at 28 days increasing with service to 33 days (pro rata for part time). With additional annual leave purchase policy.
- Access to a benefits platform with a wide range of retail discounts and salary sacrifice schemes (cars, bikes, AVCs)
- Employer contribution Pension Scheme Shropshire County Pension Fund
- Supportive carers and parental policies (maternity, paternity, adoption leave, special leave)
- Many opportunities for flexible and agile working, we offer a hybrid model of working to promote flexible working around personal and family commitments.
- Access to counselling and occupational health services
- Staff networks

How to apply

We would love to get to know you more so please get in touch if you would like to discuss this role or our team. You can contact the Strategic Housing Commissioner via email to ask questions and/or to arrange a call: megan.claydon@shropshire.gov.uk

Secondment applications are welcomed. Whether you are looking for a new challenge or an opportunity to broaden your experience, we invite you to bring your skills, knowledge and expertise to Shropshire and help us make a positive difference to our communities.

When you are ready to apply, you will need to complete the online application form detailing what you can bring to the role which is outlined within the job description and how you meet the job requirements within the person specification. We look forward to hearing from you!