

Zara Hussain

Junior Housing Officer



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Social policy graduate from the University of Bradford with experience in housing management and tenant support. Completed a **6-month placement** at Incommunities Housing Association, managing a caseload of **85 tenants**. Skilled in tenancy management, rent arrears support, and antisocial behaviour reporting.

Experience

Jan 2024 – Jun 2024

Housing Placement Officer, Incommunities Group Ltd, Bradford

Supported the neighbourhood housing team managing social housing estates across Bradford.

- Managed a caseload of **85 tenants** across 2 estates, handling tenancy queries, repairs requests, and neighbourhood issues
- Conducted **40 property inspections** and prepared condition reports for the maintenance team
- Supported **12 tenants** with rent arrears, helping 8 set up sustainable payment plans totalling **£14,000**
- Logged and progressed **15 antisocial behaviour reports**, liaising with the police and community safety officers

Jun 2022 – Dec 2023

Customer Advisor (Part-time), Asda Stores, Bradford

Part-time role on the customer service desk at the Forster Square store.

- Processed an average of **35 customer returns and exchanges per shift**
- Managed the click-and-collect service, handling **80+ orders per day** during peak periods

Education

Sep 2022 – Jul 2025

BA (Hons) Social Policy in Social Policy, University of Bradford, Bradford

2:1 (62%). Modules included Housing Policy and Practice, Welfare and Social Security, and Community Development. Dissertation on the impact of welfare reform on social housing tenants in West Yorkshire.

Skills

Tenancy Management, Rent Arrears Recovery, Property Inspections, Antisocial Behaviour Reporting, Safeguarding Awareness, Microsoft Office, CRM Systems, Conflict Resolution

Certifications

Sep 2025

CIH Level 3 Certificate in Housing Practice (In Progress), Chartered Institute of Housing

Languages

English - Native, Urdu - Fluent

Extra Curricular Activity

Sep 2023 – Jun 2025

Bradford Community Mediation Service

Trained volunteer mediator. Assisted with **6 neighbour dispute mediations** over 18 months, with a **100% agreement rate**.