

Oladele Odusanya
28 Jones close Prittlewell
Southend-On-Sea SS2 6PF
oladodus@btinternet.com
0790 348 6992

PERSONAL PROFILE

An experienced and accomplished manager with experiences ranging from directing and managing own business to motivating staff. A proven team player and leader with strong interpersonal skills. Qualified to degree level with relevant experience in customer services and Generic social housing. A goal-getter and achiever who is always ready for new challenges, adapt to system or acquire new skills..

KEY SKILLS

- Interpersonal: team building, leadership and supervisory skills
- Ability to listen, digest, communicate and calm down an irate customer.
- IT skills including Microsoft Office Word, Access and Excel
- Full driving license for more than 13 years
- Reach & Counterbalance Forklift Operative

CAREER HISTORY

Sept.2019 to May 2022. **Started own Estate Agency business in Property Sales and lettings but had to wind it down last month due to the aftermath of Covid –19 affecting the busines.**

July 2019 to Aug.2019 **Various level 1 & 2 courses in : customer Service, Health & Social Care, First Aid, SIA Conflict Mangt. & Door Supervision etc**

Nov. 2018 to July. 2019 **South Essex College. Southend-On-Sea**
Refresher courses in Health & Social Care and Customer Service
Level 3 Certificate Award in Education and Training

May 2018 to Nov. 2018 **Career break Travelled abroad for Mum's burial**

Oct.2017 to May 2018 **Holistic Recruiters Ltd. Care Support Officer.**

- Visiting residents for Financial Inclusion
- Support and advice on Universal credit
- Maximisation on Income
- Checking and giving benefit advice
- Inspecting and Proper administration of Care Package and visits
- General Welfare and well-being of Clients
- Regular checking of Safety alarms and pendants
- General Health and Safety of clients and surroundings

June2016 to Sept 2017 **Career Break** **Travelled abroad for family issues.**

July 2015 to April 2016 **Inquilab Housing Association:**

- **Tenancy Support Officer**
- Tenancy Services, Rents signups, Mutual Exchange Decanting, Voids Tenancy Audit Checks etc
- Income recovery and Tenancy Support
- Debt Recovery and Final Tenant Arrears
- Sustained Tenancies by providing money management and welfare benefit advice
- Ensuring Tenant's income is maximised and rent due is paid
- Successfully reinstated ESA and DLA benefits for claimants from DWP and successfully recovered over £40,000 in backdated benefits through Tribunal.
- Promoting money advice about welfare reform to residents including Universal Credit.
- Gave Support to a caseload of vulnerable Tenants
- Provided financial and Digital inclusion for residents by introducing them to Local Credit Finance groups.
- Contributed to the delivery of Community Engagement and Social Inclusion Strategy by successfully

- setting up Resident Focus groups, Resident Monitors and Residents Repair Scrutiny Panel.
- Organised a forum of Community Safety Team with the Local Authority, Police, and Fire Services including Residents to Counter ASB in different areas.
- Promoting and Overseeing downsizing or Mutual Exchange

Sept.2013 to July 2015 Bloomfields (Estate Agents)

Lettings Negotiator – Seeking and organising properties for Lettings between Landlords and clients alike

Aug'13 to Sept.2013 Greenfields Community Housing. Braintree Essex

- **Neighbourhood Co-ordinator**
- Generic Housing Duties include:
- Managed 600 properties
- ASBs , Noise nuisance , mediation, Mutual Exchange,
- General Tenancy Duties
- Sign-ups, Estate Inspections, Repairs, Vacations and Voids, Mutual Exchanges
- Tenancy Sign ups, Audit Checks including Hoarding.
- Tenancy Support and Successions
- Sub-lettings between private and public tenants and local authorities for families on benefits
- Managements and maintenance of properties for Landlords
- Advice and arrangements of property as well as home and content as well as buy-to-let insurance.
- Turnover and re-let voids within 14 days depending on repairs.

Jan 2013 to May 13 Barnet Homes

Welfare Benefit Reform Officer

- Successfully assisted the Project Manager on' Welfare Reform by:
Visiting Tenants at their homes offering Advice on Universal Credit, its payment and claimants responsibility regarding Housing benefit and Council tax.
- Encouraged employability with regards to Universal Credit
- Financial Inclusion

**May 13 to July 13 Richmond Housing Partnership:
Housing Officer /Customer Advisor:**

- Generic Housing duties
- ASB Successfully moved difficult travellers from occupied site.
- Successfully completed half yearly Estate Inspections/ Risk assessments 650 properties
- Risk management
- Travellers' site management
- Explained how the new changes in Benefit Law will affect them.
- Giving full explanations on Under-occupations
- Offered advice on Benefit cap and the changes of Disability Living Allowance into Personal Independent Payment as well as support available to those affected by the legislation.
- Attended meetings and seminars on Welfare Reform
- Carried home assessments on affected tenants and telephone assessments

Jan.2011 to Sept. 2012 Career break Due To Family Commitments

May 2010 to Jan 201 Penwith Housing Association

Neighbourhood Housing Officer

- Generic Housing Duties include:
- Managed 850 properties
- General Tenancy Duties
- Sign-ups, Estate Inspections, Repairs, Vacations and Voids, Mutual Exchanges
- Risk Assessment, ASBs & Rent Monitoring, service charges

Apr 08 to Jan 2010 Ascham Homes Ltd – Housing/Customer/ Service Officer

- Dealing with leasehold general tenancy issues, comprising
- transfers, tenancy and leasehold agreements, repairs, rents, parking permits, ASBO & ABA, NOSP and Eviction
- attending Court and giving evidence, resolving tenants' problems using (Northgate and RAM) I.T solutions:
- Initially worked as part of the Rapid Response Repair Team taking customers' repair requests both on phone and in person ordering and ensuring repairs are carried promptly through tenants' feedback

Oct 04 to Apr 08 Andersons & Co. Ltd (Est. Agents) Senior Customer Adviser

General advice on property sales and lettings: life and general insurance.
Seeking out and liaising with prospective landlords and tenants on new lettings. Freehold and Leasehold as well as Part buy properties

- Aug 02 to Oct 04 Millfield Partnership (Legacy Protect :) Senior Business Consultant:**
Managed a team of 50: Training, motivating and assisting new consultants in free financial advice to clients on personal protection policies.
- July 03 to Aug 03 Ascham Homes: Temporary Housing Officer.**
General advice to tenants on matters including Rent, Benefits, Repairs and emergencies.
- Mar 00 to Jun 02 Lonex Property Services (Estate Agents) Customer Liaison Executive:**
General customer service duties, looking after both existing and prospective landlords and tenants requirements

EDUCATION

Nov. 2018 to Jul. 19 South Essex College

- Level 3 Cert. In Health and Safety, Social care and Customer Service.
 - Level 2 cert. in Customer Service, Risk Assessments, First Aid, Safeguarding SIA.
 - Conflict Management ,Social Care etc.
 - London Guildhall University, London
 - BSc. (Hons.) Sociology and Politics
- School of TV Production, London
Advanced Diploma in TV Production and Direction

1978-1980 Tresham College, Kettering Northamptonshire
O.N.D. Business Studies O Levels: Law, Accounting, Economics, Commerce, English, English Literature
,Physics, Chemistry and Biology.

HOBBIES & INTERESTS

I have a keen interest in photography and have covered musical concerts by well-known artists including Stevie Wonder, Marvin Gaye, Teddy Pendergrass to name but a few! (Portfolio available). I enjoy travelling and organizing camping/driving trips abroad i.e. to Spain and visiting places of interest as well meeting new people. I like sports including swimming, table-tennis and jogging.