



JOB PROFILE

Post Title	Housing Assistant
Portfolio	Treasury, Infrastructure & sustainable Development
Responsible to	Housing Management Officer
Responsible for	Nil
Grade	C

Job Purpose

1. To provide an effective and high quality administrative support to the Housing Service.
2. To carry out housing management functions

Key Tasks

3. Set up and maintain paper and electronic filing and archives including entering information on to computer systems to ensure all records are accurate and up to date and be able to retrieve and work with such information as required.
4. To carry out appropriate checks on all housing applications received, including checking references. Conduct estate and government property visits to ensure correct use and compliance with tenancies and communal areas. This includes inspecting properties, taking photos and when not of satisfactory standard, presents findings and recommendations to the Housing Officer for improvement.
5. Maintain the Housing Register
6. Arrange appointments and meetings.
7. To minute meetings, case conferences and events when required.
8. Assist in ensuring that void properties are quickly and effectively let:
 - a. Receive, recording and pass on keys and updating tenant records accordingly.
 - b. Liaise closely with contractors/ the Repairs team to ensure speedy turnaround of void properties. Report on the position of all void properties weekly.
9. Process repair requests and liaise with Contractors, the Buildings Manager regarding status/progress of repairs.



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10. Prepare documents for sign up new tenants including ensuring that sign up packs are available in advance and contain all relevant information.
11. Arrange for tenancy audits ensuring the right tenants are in the right houses. Assist the Housing Manager carry out audits.

Key Responsibilities

1. Provide an effective and high quality administrative support to the Housing and Property Service.
2. Carry out housing management functions
3. Maintain personal records of all tenants occupying Government Landlord and Crown Estate properties.
4. Maintain property inventories.

Core Competencies

- **Professional Development** -The post holder will be expected to, and be supported in achieving Chartered Institute of Housing Qualifications.
- **Planning & Delivery of Work** - Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.
- **Analysis and use of Information** - Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.
- **Decision Making**- Ability to act on own initiative and confident in making decisions within policy guidelines.
- **Working with others** - Builds good working relationships and engages effectively with others to develop appropriate solutions/improvements.
- **Communication** - Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs



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- **Influencing and Persuading** - Team player, receptive to constructive feedback and seeks clarification when necessary. Confident in expressing difference of opinion in a constructive manner.
- **Dealing with Change** - Flexible and adaptable to change.
- **Continuous Improvement** - Willing to learn and develop in job role.
- **Managing Resources** - Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.

Special Conditions

- a. The initial priority of this role is to plan and establish an efficient housing office with accurate electronic records and data and then maintain the same, training others in its use.
- b. In addition to supporting the housing service the post will provide administrative assistance to the whole of the Property Service.
- c. There will be a requirement to visit properties, both empty and tenanted and at times have difficult conversations with tenants over tenancy conditions.
- d. The role will encompass the reporting of and setting up meetings to resolve allegations of child abuse or domestic violence to be reported to the Social Work and Police services. Appropriate training will be given where needed although the post holder will be expected to carry out their own self development as well. .
- e. Able to communicate with and manage vulnerable and / or aggressive people about issues such as rent arrears.
- f. To ensure confidentiality is maintained at all times.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



PERSON SPECIFICATION

Qualifications, skills, abilities, experience and competencies required for the role

	Essential/ Desirable	Application	Interview	Assessed
Qualifications				
English and Maths at Grade C or above	E	✓		
Valid Driver's Licence Class A	E	✓		
Chartered Institute of Housing Level 3 Certificate in Housing Practice (QCF)	DE	✓	Expected to gain housing level 5 within 4 years	
A minimum A level standard of education	D			
Valid Driver's Licence Class C	D			
Skills & Abilities				
Basic IT skills	E	✓		
Ability to demonstrate good customer service skills to members of the public and internal customers	E		✓	✓
Analysis of information (Basic)	E		✓	✓
Will need to have excellent written and verbal communication skills to communicate at all levels	E		✓	✓
Intermediate interviewing skills	D		✓	
Alert to health and safety risks on estates and in communal areas	E		✓	
Able to maintain confidentiality at all times in respect of matters pertaining to the Housing Service	E		✓	
Experience				
2 year's experience in a front line customer facing service and in an office based environment	E	✓		



PERSON SPECIFICATION

<p>Core Competencies</p> <p>Professional Development (iii)</p> <p>Planning & Delivery of Work (ii)</p> <p>Analysis and use of Information (ii)</p> <p>Decision Making (ii)</p> <p>Working with Others (ii)</p> <p>Communication (iii)</p> <p>Influencing & persuading (ii)</p> <p>Dealing with Change (i)</p> <p>Continuous Improvement (i)</p> <p>Managing resources (ii)</p> <p><i>(As per job profile)</i></p>				
<p>Job Competencies</p> <p>A good understanding of best practice in housing management and relevant regulations</p> <p>A basic understanding of routine maintenance and welfare benefit system</p> <p>A basic understanding of Estate management</p>	D		✓	
	D		✓	
	D		✓	
<p>Personal attributes</p> <p>Highly self-motivated</p> <p>Effective team player</p> <p>Responsive to change</p> <p>Creative in problem solving</p> <p>A strong commitment to equalities and a respect for confidentiality</p>	E		✓	✓
	E		✓	✓
	E		✓	✓
	E		✓	
	E		✓	



PERSON SPECIFICATION

Maintain high standards of personal and professional conduct in dealing with customers, colleagues and other agencies.	E		✓	
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