Job Description and Person Specification

Job details

Job title: Housing Assistant
Grade:
Reports to: Senior Neighbourhood Officer
Responsible for: 1st Class Services
Directorate and Service area: Adults, Health Partnerships and Housing – Housing Services

Purpose of the job

Reporting to the Senior Neighbourhood Officer the post holder will provide administrative support to the Housing Management Team.

The post holder will offer a first-class customer focussed tenancy administrative services including but not limited to tenancy and income management, reletting empty properties and garages, customer engagement and involvement, estate management, ASB, enforcing tenancy conditions and housing related support services.

The post holder will undertake a wide range of tasks including, logging customer contacts, responding to simple requests for information, application forms, taking payments, tenancy and void administration, garage allocation, invoice processing, stationary ordering, and filing.

There will be an emphasis on improving customer relations and increasing satisfaction levels and engagement opportunities with the homes and communities our customers live in and the services the council provides.

The post is part of the Housing Services Team, and the post holder will deputise for other Housing Assistants in their absence.

Principal responsibilities

1. **Role Responsibilities**

The post holder is expected to:

Ensure a consistent, customer focused service is delivered to all of the councils' customers by recording contact requests and enquires with accuracy and offering advice and assistance in a timely manner commensurate with the roles purpose.

DRAFT

Housing and Tenancy Management
The post holder is expected to:

Undertake a range of administrative tasks relating to the termination of and starting of property tenancies and controlling void processes, key management, preparing paperwork for Officers, updating void records, contacting applicants to arrange viewings and signups and updating computerised records.

Undertake a range of tasks relating garage allocations and voids including: the administration of garage lettings and vacations, the registration of garage applications, the matching vacant garages to applicants, raising inspection requests, offers, allocations and signups.

Create and terminate garage tenancies on the Housing IT system.

Update the Housing IT system in relation to garage licensees including name and address changes.

Prepare and distribute documentation detailing new garage licensees and terminations on a weekly basis.

Undertake administrative contact tasks to the Housing IT system as tenancy changes occur including name changes, mutual exchanges, successions and correspondence addresses. Prepare and distribute documentation relating to the creation of new tenancies, voids tenancy changes, and mutual exchanges on a weekly basis.

Process computerised records for tenancy changes, mutual exchanges, property alterations, home move assistance, adaptations and hosing caretaking records.

Enter CORE portal details for new lettings.

Income Management
The post holder is expected to:

Undertake a range of administrative tasks relating to the management of accounts including letter production, rent credit, adjustment and refund documents.

Undertake administration of rechargeable repairs for current and void properties including the preparation of void rechargeable works documentation.

Raise requisitions and process invoices.

Take payments for accounts

Inspections
The post holder is expected to:

Undertake tasks involved in administrating the activities required for home and estate inspections, access requests, community walkabouts, inspecting shared spaces, stairwells and gardens. This will include recording issues and concerns, directing customers to the

DRAFT

appropriate service or officers, raising orders for works, processing invoices, and monitoring requests.

Work closely with the Housing Caretakers to ensure garages are inspected when first void and prior to reletting.

Tenant and Resident Engagement
The post holder is expected to:

Assist in Tenant Involvement and Engagement activities. This will include producing and organising the printing of materials, flyers and Agenda preparation as well as supporting the Tenant Engagement officers and Tenant Advisory Panel and other groups in their regular meetings by taking and typing up meeting notes or minutes.

Anti Social Behaviour and Tenancy Support Services
The post holder is expected to:

Undertake administrative tasks relating to activities of the Anti Social and Tenancy Support Team including recording contacts, disturbing forms information and documents, updating computerised records.

Customer Service and Administrative Duties
The post holder is expected to:

Provide customers with accurate advice, information or answers to queries they may raise at the first point of contact.

Maintaining accurate electronic and paper house files, case notes, letters and completed forms by filing, scanning and updating customer and property information.

Monitor and record all posts including correspondence whether electronic or in paper format ensuring it is directed to the appropriate officer.

Ensure prompt administration of the generic Housing e-mail in-box

Provide office telephone cover for the team

2. **Performance and Service Improvement**

The Post holder is expected to:

Produce, provide, collate a range of performance information and data as directed by the Team Leader.

Complete allocated tasks within acceptable timescales and meet deadlines.

Be actively involved with the Housing Services Manager in reviewing processes, procedures and policies.

3. **Team Working and Relationships**

DRAFT

The Post holder is expected to:

Work closely with all colleagues and ensure the service area has a strong and effective relationship with other service areas within the organisation.

Internally: Finance, Leasehold, Sheltered housing teams, Housing and Property Service team, Allocation and Solutions teams, Housing Services Manager, and other colleagues/ managers and teams from across the council.

Externally: contacts at local level will include tenants, leaseholders, applicants, customers, tenant groups/forums.

4. Key Role Accountabilities

The Post holder is expected to:

Deliver 1st class front line services to council tenants.

Identify and suggest options or solutions to resolve issues or concerns raised by customer contacts.

Be responsible for health safety and wellbeing of customers and team members.

Ensure the “Safeguarding” of all residents in accordance with NNC’s reporting procedures.

Identify, record and follow up any area of financial loss and risk and reputational damage to NNC property, estate or customers.

5. Misc Requirements

Maintain a working knowledge of computer software appropriate to the duties and responsibilities.

Maintain an up-to-date knowledge of best practice in the field of housing and business administration to maximise opportunities for continued service improvement.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people’s behavioural, physical, social and welfare needs.

2. Comply with the Council’s policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

DRAFT

3. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

4. This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

5. Note: the job description is not a definite list of tasks. It is designed to give an overall view of the job. It is not an indicator of the sole requirements in undertaking the role.

Special features of the post

If a DBS Disclosure is required for the role, include the following clause (Delete if not required).
This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

If this post is Politically Restricted include the following clause (Delete if not required).
Under the Local Government and Housing Act 1989 this post is classified as a politically restricted or sensitive post. Holders of such posts are disqualified from seeking election to or being a member of the House of Commons, the European Parliament, or a Local Authority, other than a Parish Council

If this role requires the postholder to be fully vaccinated against Covid-19, include the following clause (Delete if not required).
This post requires satisfactory evidence of being fully vaccinated against Covid-19 in line with government guidance.

If there are any other special features of the job that need to be in the job description, please indicate them here.

DRAFT

North Northamptonshire Council

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Educated to GCSE level (min 3) including Maths and English	Hold or be studying for a relevant housing qualification (CIH Level 2 Diploma or equivalent) Membership of CIH.
Experience and Knowledge	Experience working directly with customers in a busy front facing role. Experience of working in an office environment. Experience of general clerical and administrative duties. Experience of managing and prioritising own workload.	Experience or knowledge of housing management practice and knowledge of housing legislation. Experience of working within a local authority housing department or registered social landlord or a similar role.
Ability and Skills	Ability and experience of using Microsoft packages such as Word, Excel, PowerPoint and Outlook in an office environment. Ability to master and use several computerised software packages simultaneously. Excellent IT and keyboard skills. Good written and verbal communication skills Good telephone manner Ability to deal with confidential and sensitive information.	

DRAFT

Attributes	Essential criteria	Desirable criteria
	Methodical, accurate and able to work to tight deadlines and prioritise work. Customer focused and solution driven.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Willing to work outside normal office hours as necessary This post is subject to a DBS check	Full driving licence and access to a vehicle for work

DRAFT