North Northants Council – Job Description

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| **Team Assistant (Housing)** |

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| **Service Area:** | **Housing Services**  **Landlord Services** |
| **Reports To:** | **Tenancy Team Manager** |
| **Responsible For:** | **N/A** |
| **Scale:** | **3** |

**Overall Job Purpose:**

The purpose of the post is to provide administrative, operational customer contact and assistance to the Landlord Service Team ensuring at all times customer satisfaction levels remain high. Under the direction of the Tenancy Team Manager the post holder will assist in delivering administration and support in a wide range of Landlord Service activities. This post is specific to the Landlord Services Team. The post holder will provide advice and administrative service for the functions which make up Landlord Services including Tenancy Enforcement, Tenancy Support, Tenancy Management, Estates Management, Arrears Recovery, Garage Allocations, Garage Applications Register, Void Property Allocation and Re-letting.

**Main Duties and Responsibilities:**

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

**Lettings**

1. Assist in the allocation of properties, this will include key management, preparing paperwork for Officers, updating void records, contacting applicants to arrange viewings and signups and updating computerised records.
2. Be responsible for administrative tasks which will ensure all the correct actions are taken to let empty properties from the moment they become empty or notice is received that the tenant is moving out.
3. Complete weekly voids analysis information
4. Prepare information to advertise empty properties for letting
5. Update Housing Management computerised records for approved tenancy changes

**Estate Management**

1. Assist in the administration required to effectively manage estates to high standards. This will include recording issues and concerns, directing customers to the appropriate service or officers, raising orders for works, processing invoices, and monitoring requests.
2. Undertake tasks involved in administrating the activities required in undertaking home and estate inspections, inspecting shared spaces, stairwells and gardens.

**Garage Allocations**

1. Assist in the administration of garage lettings and vacations. This will include receiving, recording and inputting applications, matching vacant garages to applicants, raising inspection requests, offers, allocations and signups.

**Customer Focus and Involvement**

1. Assist in Customer Involvement activities. This will include producing and organising the printing of flyers and letters for Neighbourhoods Association meetings as well as supporting the Tenant Advisory Panel in their regular meetings by taking and typing up agendas and minutes, researching information, and keeping accurate records.
2. Participate in new initiatives that will lead to an improvement in services, performance and the promotion of customer empowerment.

**Income Management, Collecting Arrears and Finance**

1. Ensure garage income is collected and effective debt recovery is undertaken. This will include the printing and sending of low arrears reminders and Notices taking payments, ensuring all offers for payment are recorded and repayment plans noted accurately.
2. Ensure rechargeable repairs accounts are raised in a timely manner and when disputed offer a full explanation to the customer.
3. Prepare rent credits, rent refund requests for approval and produce rent statements as requested.
4. Raise purchase orders and undertake computerised invoicing.

**General Administration and Customer Service**

\* Accurately record enquiries and issues raised

\* Take effective telephone messages

\* Take telephone payments

\* Record repair reports

\* Type standard letters

\* Issue forms

\* Make appointments for officers

\* Photocopy and print

\* Manage files and undertake document imaging

\* Manage incoming post and distribution

\* Ensure a continued supply of forms and leaflets are available

\* Produce reports and performance information

\* Undertake routine clerical duties

1. Deal with a wide range of customer queries, requests and problems either face to face, over the telephone, or via internet or postal communications.
2. Maintain up to date tenant profile and property information, ensuring confidentiality of customer information within Data Protection regulations and any other relevant legislation and guidelines.
3. Provide operational administration and support to the Team Manager(s) as required which may include attendance at meetings with other organisations.

**Service Improvement Performance & Innovation**

1. Produce regular performance data to monitor team performance against targets set.
2. Manage individual performance in order to achieve service area objectives and corporate aims.
3. Assist in the review of and production of customer information in paper format and on the website ensuring all information is relevant, accurate and up to date.

**Policies/ Procedures/ Financial Standing Orders**

1. Ensure that operational procedures are adhered to in line with policy objectives.
2. Ensure that legal, statutory and any other relevant provision governing or affecting the service area are strictly observed.

**Other**

1. Contribute to the effective running of the service area through attendance at meetings and training events as required.
2. Ensure that the Health and Safety of themselves and all others affected by their work is a priority and procedures and policies are strictly followed and adhered to
3. Maintain a working knowledge of housing management systems, procedures, policies and software appropriate to the role
4. Be flexible to ensure the operational needs of the department are met. This includes undertaking duties of a similar nature and deemed broadly consistent with the job description and level of the post.
5. Post holders should note it is the practice of this Authority to periodically examine job descriptions, update them, and ensure they relate to the job performed which may result in proposed changes being made.

# Additional Information / Local Agreements attached to this post

*Post holder must be willing to attend evening meetings as and when required.*

*The post holder will be expected to undertake such further training as required to properly fulfil the above duties.*

*The post is office based at Deene House, however the post holder may be required to work in Grosvenor House or in The Corby Cube from time to time.*

*The post holder will not work more than 35 hours per week and but may be required to adjust their normal working office hours during periods of sickness and leave to ensure that cover is sustained.*

I have read and understood the job description and sign to accept the above terms and conditions of employment.

Employee Signature Date:

Authorisation Signature Date:

**North Northants Council – Person Specification**

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

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| **Criteria** | Skills, Knowledge, Experience etc | **Essential / Desirable** | **Method of Assessment** |
| Education / Qualifications | 3 GCSE’s or Equivalent | E | Application |
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| Skills / Experience | Experience working in a busy office | E | Interview |
| General clerical & administrative duties | E | Application |
| I.T – day to day use of integrated housing management systems & standard software packages | D | Application/Interview |
| Customer Care Awareness | E | Interview |
| IT Skills – Word & Excel | E | Application |
| Good written communication skills | E | Application |
| Good telephone manner | E | Interview |
| Flexible | E | Application/Interview |
| Team Player | E | Application/Interview |
| Able to prioritise workload & meet deadlines | E | Interview |
| Customer focused | E | Application/Interview |
| Commitment to equality & diversity issues | E | Application/Interview |
| Miscellaneous | Driving Licence | D | Application |