

Job title:	Housing Assistant
Section:	Housing Services
Reports to:	Acting Housing Manager

Job Purpose:

To deliver a high quality and efficient service to our customers as part of the Housing Services team.

Key Results Areas:

- Delivering excellent customer service
- Providing an effective lettings service
- Maximising rental income
- Helping tenants to sustain their tenancies
- Managing estates effectively

Objectives:

- Participating fully as a member of the Housing Services team, you and the other members of the team will provide assistance and support to each other at all times, delivering an efficient and professional service to staff, tenants and other customers.
- Reducing both the levels of current arrears and tenant credits to the agreed targets.
- Assisting with the allocations process to ensure accurate information is provided and our homes are let quickly and efficiently.
- Ensuring our estates are inspected and maintained in accordance with policies and procedures and within agreed timescales.
- Contributing to the development of policies and procedures and their implementation within the team.
- Ensuring that tenancy issues are dealt with in line with policies and procedures and within agreed timescales.
- Ensuring that all feedback, including complaints, is managed in line with our policy.
- Promoting and encouraging tenant participation.
- Establishing and maintaining clear lines of communication with both internal and external customers.
- Maintaining a current knowledge of housing legislation, welfare benefits, money advice and tenancy support.
- Any other duties as required in line with the requirements of this post.

Core Tasks:

Customer Service

- To deliver a high-quality service within required time scales.
- To deliver a quality advice service to tenants on a full range of housing issues.
- To represent Melville at meetings with customers and ensure effective liaison with other agencies where required.
- To respond to all queries within required timescales.

Debt Management

- To monitor and control debt in accordance with the relevant policies and procedures.
- Working with other members of the Housing Services team to prevent debt escalating.
- Maximising income for tenants using all available funding streams.
- To monitor and control current tenant credits.
- To liaise with solicitors on legal cases by providing up-to-date information and relevant documentation, as well as offering administrative support, including the processing of correspondence.
- To advise tenants on entitlement to Housing Benefit and other welfare benefits including processing all Universal Credit housing cost claims, and adjustments to existing benefit.
- To liaise with the Welfare Benefits team on individual cases.
- To monitor lock up and garage plot accounts and take appropriate action where necessary.

Tenancy Issues

- To organise sign up paperwork for new tenants, and schedule setting in visits.
- To ensure that appropriate responses are given to tenant enquiries by phone, in writing or in person on all tenancy matters.
- To ensure the overall appearance of our estates is maintained. This includes the condition of communal areas, gardens, play areas, and lock-ups.
- To support staff to resolve neighbour disputes and anti-social behaviour complaints.
- To support staff to investigate issues of non-occupancy, abandonment, etc.
- To support staff to deliver an effective allocations service.
- To process requests for changes to tenancies appropriately and within the correct timescales.

Reporting

- To support the Acting Housing Manager to produce monthly housing performance indicators, legal actions and any other reports as required.
- To complete and manage registers of Housing Services information as required and within appropriate timescales.
- To ensure all information is recorded accurately, updated in good time and filed in the appropriate applications.
- To make maximum use of IT systems.

PERSON SPECIFICATION

Personal Qualities

- Adaptable
- Flexible
- Pleasant personality
- Empathetic
- Cheerful
- Customer focussed
- Team player
- Hard working
- Able to use own initiative

Skills/Knowledge Required

- Excellent verbal and written communication skills
- Excellent inter-personal skills
- Good organisational skills
- Ability to manage and prioritise workload
- Computer skills eg Word, Excel, Outlook

Experience Required

- Dealing with the public
- Working knowledge of housing management
- Working knowledge of Welfare Benefits (preferred)
- Familiarity with computerised rent management systems (preferred)

Education/Training Required

- Good level of education with a minimum of 5 Standard Grades/Nat 5s (or equivalent)
- HNC Housing or equivalent (preferred)
- Customer service training

Performance Management

- To manage own performance in terms of timekeeping, attendance, accuracy, quality of work and compliance with procedures
- To regularly discuss your development and training requirements with your line manager
- To attend and contribute at workplans and annual appraisal meetings with manager