

**Dunbritton Housing Association
Job Description & Person Specification**

JOB TITLE: Housing Services Assistant

GRADE: EVH Grade 4 Points PA9-12

RESPONSIBLE TO: Housing Services Manager

Job Purpose:

To be responsible for providing all aspects of administrative support linked to the delivery of the full range of housing services in line with Dunbritton Housing Association's Customer Service Standards, policies and procedures.

Responsibilities:

Customers

To deal with all enquiries from tenants, applicants and other stakeholders, in person at the office, or via telephone calls, written correspondence, and emails, in a professional and courteous manner.

Common Housing Register, Void and Allocation work

To work closely with other members of the Housing Services Team in the administration of applications, reporting and monitoring for HomeArgyll Common Housing Register.

To respond promptly to applicant enquiries for new or existing applicants on the CHR either in person, online or via telephone. This will include completing online applications with customers, where required.

To provide general advice and support to applicants about their housing prospects and timescales for the administration of their housing application form on Home Argyll in person, online or via telephone.

To work closely with the Housing Officers in the management of all correspondence, enquiries and paperwork in relation to the termination of tenancies, allocation of tenancies and the creation and management of new tenancies both electronically (Kypera) and through paper files.

To attend allocation visits with the Housing Officers where required.

Rent Accounting/Arrears Recovery

To maintain Housing Benefit / Universal Credit records including downloading schedules, checking rent accounts and confirming personal payments due to tenants.

Provide support to Housing Officers in the management of rent accounts and arrears management in line with Dunbritton's policies.

To liaise with colleagues in the Finance section to assist in the management of tenant's rent accounts including identification of payments, postings and general enquiries including taking payments and setting up direct debits.

Estate and Tenancy Management

To contact tenants by telephone and issue letters as follow up to Estate Management inspections as directed by the Housing Officers.

To conduct all office-based administrative work for all Tenancy Management e.g. mutual exchanges, successions and garages as required and instructed by Housing Officers.

Complaints

To manage complaints from customers using the Association's Complaint Handling Procedure including front line resolution, recording on Kypera and resolving at stage 1 where appropriate.

Where front line resolution cannot be applied, to work with Housing Officers, and the Management Team to assist in the collation of information and admin support in all aspects of complaints management.

Tenant Participation

To promote the opportunities to participate in the work of the Association to customers during day to day contact.

To promote membership of the Association and Tenant Scrutiny Panel in partnership with the Housing Officers.

To attend out of hours meetings to provide administrative support and minute taking services as required.

General

Effective administration of all paper and electronic files ensuring compliance with Data Protection laws including the General Data Protection Regulation.

Providing cover for Corporate Services in maintaining reception services to customers in person and on the telephone.

Working with other sections in distributing large scale mailings including; Newsletters, AGM and associated administrative tasks for the Association as a whole.

Identify and contribute to continuous improvement activities that enhance services to the Association's customers.

To comply with the Association's Health and Safety Policy and all health and safety requirements.

Training and Personal Development

To undertake relevant training and learning or to gain work experience as identified through induction, staff appraisals and Personal Development Records.

All other relevant duties as required.

Person Specification

Skills & Personal Qualities	Essential	Desirable
Excellent customer care and communication skills; written, face to face and on the telephone.	x	
Ability to work well and flexibly within a team.	x	
Excellent interpersonal skills to deal with a range of customers, partners, contractors, colleagues and Board members.	x	
Excellent ICT skills, including use of Microsoft Office; use of Word to draft emails, letters, and reports, use of Excel to present statistics.	x	
Ability to operate HS internal IT management systems such as Kyperia and Abritas.		x
Ability to understand policies and procedures and communicate confidently with others.	x	
Demonstrable enthusiasm and commitment to work with customers face to face and on the telephone.	x	
Ability to exercise good judgement based on information from a range of sources.		x
Experience/Knowledge		
Previous relevant housing sector experience.		x

Understanding of the role of the social housing sector and how Housing Association's work.		x
Qualifications		
Educated to HNC level or equivalent, or relevant experience		x
Willing to work to achieve a professional housing qualification		x
Other		
Evening and very occasional weekend work is a requirement of the post.	x	