

Job Title	Housing Assistant
Grade:	Grade 5 (£31,792 - £35,332)
Accountability:	Head of Housing and Communities/ Housing Officer

1. JOB PURPOSE

The specific purpose of the post of Housing Assistant is primarily to undertake administrative tasks in the delivery of the housing management service to assist Housing staff to ensure tenants comply with the terms of their tenancy agreement and provide a high quality housing management service to our tenants and other customers. The delivery of core housing management services for the benefit of customers and the Association's Business Plan in line with policies, procedures, legislation and good practice. The key remits of this role are:

- First point of contact for tenants for housing services
- Provide reception services
- Supporting Housing Officers with tenancy issues including contacting tenants for routine tenancy matters including for rent arrears management, tenancy sustainment and lettings.
- Document management for Housing Services
- Upkeep of waiting list
- Stage 1 routine complaints resolution
- Upkeep of customer intelligence data and personal information
- Extract data for performance reporting
- Contribute ideas and suggestions for service improvement

Role and responsibilities are carried out whilst upholding the values of the Association as these guide our behaviours, decisions and actions, these are:

- **Be Honest** and open in our approach, decisions and communications
- **Be Accountable** to our tenants, community and each other
- **Be Respectful** and considerate in how we treat each other
- **Be Supportive** and willing to go the extra mile

2. KEY TASKS AND RESPONSIBILITIES

2.1 To implement the Association's policies and procedures on the collection of rent and factoring monies, including the provision of benefits, money and debt advice services.

- Recover rent arrears.
- Process rent and housing benefit payments.
- Set up Direct Debits.
- Process payments through Allpay's Callpay facility.
- Process housing benefit award / notification letters on HomeMaster and confirm same to tenants in writing.
- Assist tenants with housing benefit issues and complete housing benefit applications in paper form or online.
- Ensure required rent entries are recorded on HomeMaster
- End and create new tenant and factoring accounts on HomeMaster/ manage account adjustments
- Actively promote support services to assist tenants' and owners' ability to pay rent.
- Make fair and affordable repayment arrangements with tenants in arrears and confirm in writing
- Ensure that cases with rent arrears are effectively monitored and pursued and due processes are followed (current and former)
- Ensure tenants are fully aware of their rent obligations at sign-up stage
- Provide assistance and promote available schemes to tenants to help mitigate the impact the cost of living crisis.
- Liaise with other agencies as required.
- Maintain required registers
- Manage tenants' rent accounts and owners' factoring accounts in credit and undertake the necessary checks to process a refund of overpayments.

2.2 Undertake administration of the allocations process to ensure voids re-let times are minimised, thus attend to the housing needs of applicants on our housing list and contributing to the financial viability and sustainability of the Association.

- Assist applicants to complete housing application forms.
- Acknowledge housing application forms within 5 working days.
- Assess and point housing applications with agreed timescales.
- Process and input new housing applications onto HomeMaster within 10 working days and provide written confirmation / advice to applicants in relation to their housing application.
- Maintain required registers.
- Update applicant details on HomeMaster.

- Pursue tenancy references and any other relevant information.
- Manage suspension register and processes.
- Assist in home verification visits.
- Prepare HomeMaster applicant reports to facilitate void property selections.
- Assist with review of housing applications.
- Complete missives and associated documents with new tenants.
- Provide guidance and advice in relation to the Association's Allocations policy.
- Process new tenants on HomeMaster together with updating relevant register as required together with scanning and saving documents into new tenant file.
- Liaise with Homeless Casework Team in relation to S5 referrals. Manage register and operational processes.
- Process ad-hoc applications (assignment, joint tenancy, permission to reside, etc) for Housing staff to make a decision.
- Promote HomeSwapper scheme to tenants.
- Assist in the promotion and marketing of the Association's housing list to ensure sufficient supply of applicants to meet current and future demand.
- Process termination of tenancy notifications and manage void processes through registers and HomeMaster.
- Contact outgoing and prospective tenants to arrange viewings.
- Contact customers in respect of housing offers and confirm in writing.
- Assist with end of tenancy inspections .

2.3 Ensure Reidvale Residents have pride and peaceful enjoyment of their homes and the local environment through effective estate management measures

- Assist Housing staff with property inspections to ensure effective upkeep of the Reidvale and Issue letter and communicate with tenants and owners regarding minor estate management issues e.g. dog fouling, etc.
- Liaise with external organisations in relation to estate matters.
- Maintain relevant registers.
- Process any complaints concerning estate management services in line with the Association's complaints procedure.
- Attend to any other general estate management issues.
- Respond to estate management issues identified by estate caretakers during weekly stair cleaning programme.
- Support the Housing Officers in attending to Stage 2 complaints
- Maintain relevant registers / files

- Liaise with other organisations, such as Police Scotland, CSG
- Deal with low level Anti-Social Behaviour complaints.

2.4 Provide high quality customer service and contribute to tenant / resident participation

- Attend to owners' enquiries about common repair issues, management account or related matters.
- Provide a courteous and professional service to tenants, owners and other customers across all functions.
- Assist Housing staff to undertake periodic house visits to our tenants' homes to promote our services and identify any support and assistance to enable the tenant to sustain their tenancy.
- Undertake the Duty Officer's role to provide advice and assistance on housing, and general customer service enquires to tenants and other customers visiting the Association's office.
- Attend to phone calls, e-mails and text messages in relation to housing, factored and general customer service enquires from tenants and other customers.
- Provide assistance with tenant participation / consultation exercises.
- Liaise with other agencies when required to deliver customer care.
- Consider and value customers' views / comments
- Ensure that complaints received are managed in accordance with the Association's Complaints Policy.
- Provide assistance to engagements with tenant / resident groups.

3. OTHER DUTIES

- 3.1 Provide reception services as part of the first point of contact for customers.
- 3.2 Uphold and deliver the Association's values.
- 3.3 Be committed to your own professional and personal development to meet the needs of the role and the Association
- 3.4 Ensure the work of the Housing Services conforms to Health & Safety requirements and good practice.
- 3.5 Uphold the Association's Equal Opportunity Policy and codes of practice.
- 3.6 Attend, as required on a rota basis, call-outs in relation to emergency situations for the Association's office; community centre or other premises owned or managed.

- 3.7 Attend meetings at evenings or weekends, as required in relation to your role and the Association's work
- 3.8 Carry out any other tasks commensurate with your role as directed by the Director or Management Committee.

Education and Qualifications	E	D
Educated to National 5 grade or equivalent	✓	
English and Mathematics at National 5 Level		✓
A professional or equivalent qualification of the Chartered Institute of Housing		✓
Experience		
At least two years recent experience of carrying out Customer services duties	✓	
Experience of customer engagement	✓	
Experience of working in a target driven environment	✓	
Experience of working with Microsoft applications	✓	
Experience of working in the social housing sector		✓
Experience with Homemaster housing software		✓
Skills, Abilities & Personal Attributes		
Committed to continuous improvement, customer service excellence.	✓	
Organisational Skills	✓	
Communication Skills	✓	
Proficient in the use of I.T	✓	
Positive outlook	✓	
Pleasant manner	✓	
Flexible approach to work	✓	
Customer engagement skills	✓	
Problem solving skills	✓	
Team player	✓	

Customer Focussed	✓	
Ability to plan and prioritise work to meet personal targets and organisational goals.	✓	
Good time management to meet challenging deadlines	✓	
Knowledge		
Use of database systems	✓	
Microsoft Applications: Excel and Word	✓	
Housing benefit knowledge / completion of claims	✓	
Knowledge of allocations and void practices	✓	
Knowledge of arrears recovery processes	✓	
Homemaster software		✓
Knowledge of estate management practices		✓
Other Requirements		
Awareness of equality issues and commitment to meet the Association's Policy and codes of practice	✓	
Commitment to continuous improvement	✓	
Pleasant personality and a confident manner	✓	
Basic disclosure	✓	