

POST TITLE	Housing Assistant (Localities)
DIRECTORATE	Place
SERVICE	Housing & Regulatory Services / Housing
RESPONSIBLE TO	Housing Team Leader
NUMBER OF POST HOLDERS	4
ACTING UP/ SECONDMENT	This job description does not relate to an acting up or seconded post

#### PURPOSE OF JOB

Providing key role to ensure the quality and performance of a range of housing services are delivered to the customer at the highest standard possible. This will include being individually accountable for key areas of responsibility and working closely with officers, managers and teams across the section, other Council functions as well as partners and customers on a range of projects.

#### THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Support the implementation of operational strategy, service planning and development of the housing service.
- Project role in the development and implementation of housing policies and procedures to ensure compliance with all relevant housing and related legislation and regulation and ensure that services support the delivery of operational service delivery and the Council's Housing Strategy.
- Work to ensure rent payments and other service charges are made on time and, if not, intervene to ensure tenants have the advice and support they need to repay any arrears and maintain regular rent and service charge payments.
- Work to ensure that tenancy conditions are met, by both the tenant and the landlord, and support effective action to implement these conditions where they are not being met.
- Support the quick and efficient letting of homes, minimising periods when they are empty.
- Responsible for the provision of advice to customers on housing options and act as a point of contact for the delivery of housing and other related advice and support services to tenants and other customers.
- Work to ensure that properties and the surrounding areas for which you are involved are maintained in a good state of repair and, where this is not the case, assist to ensure that this is rectified.
- Responsible for areas of improvement programmes and projects leading to the development of services that reflect the needs and aspirations of our customers and comply with the Council's governance requirements.
- Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines in order to assess the needs and requirements of individuals and groups of your customers. This will include working jointly with other agencies to undertake collaborative assessment and agreeing appropriate action.
- Provide effective and efficient high levels of customer contact through a variety of formats including; telephone, face to face, email, and online to ensure that a collaborative and cooperative approach is taken to dealing with complaints, common repairs and estate management in the area for which you are involved.
- Make decisions to ensure relevant legislation, regulations, policies, procedures and other relevant conditions are applied appropriately across housing service processes.
- Working with senior officers and as part of project teams to assist with the completion of essential operational processes, projects and departmental goals.

#### THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

- Should have relevant experience in housing or another public/customer service.

- The post holder should have an SVQ3 qualification in the appropriate or relevant topic or equivalent work experience.
- The post holder must have knowledge and skills to be able to work effectively with external partners, officers and senior managers delivering the housing service.
- The post holder must be able to communicate effectively and represent the Council alongside a range of external stakeholders.
- Knowledge of Local Government and housing is required.
- Involvement in specific projects and improvements, drawing on the support of multi-disciplinary teams.
- Assist in developing innovative and creative approaches to improve housing services.
- Work without close daily supervision using own initiative to ensure operational processes are completed to essential timelines and work load prioritised in relation to service and legal regulatory requirements.
- Accountable for work being completed in accordance with legislation, regulations, policies, procedures and other relevant conditions.
- Responsible for ensuring all data, records, and systems are kept up to date, and all relevant details are accurately collated and recorded.
- Demonstrate a positive and constructive approach to resolving problems and achieving performance targets.
- Take account of corporate strategies and monitor policy to support the decisions on approaches to allocated budgets within the housing service.
- Provide accurate data on services to inform a range of decisions which have a major impact on Council income, service performance, policy, staffing, budgets and relationships.
- Assist officers and partners to arrive at well informed and effective decisions relating to the operations of the Housing Service and its business strategy.
- Use initiative and make decisions to manage conflicting priorities and re-allocating resources where required within challenging timescales.
- Vary tactics / approach to duties to obtain the maximum return for each situation, and can evaluate / ensure a positive outcome.

#### **ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)**

- The post will operate with some autonomy and will be subject to competing and conflicting demands for service delivery. Such demands will come from various sources such as Housing Development Officers, Senior Housing Development Officers, Resource Officers, Management teams and external Legal organisations including court, advice services and utility suppliers.
- The post may have to communicate unwelcome information or deal with angry or distraught customers.
- The post is responsible for delivery and effective development of a wide range of services.
- May be exposed to some adverse working conditions when working on site. The majority of work will be within the range of normal office based activities.
- Occasionally required to work out-with normal working hours including evenings and weekends and participate in the delivery of services at times that meet the needs and circumstance of our customers.

#### **SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

- No direct line management requirement.

#### **RESOURCES**

- The post will be responsible maintaining accurate data across a range of IT systems and for office equipment.

#### **HEALTH AND SAFETY**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;

- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage, or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).