POST TITLE	**HOUSING ASSISTANT**
DIRECTORATE	**PLACE**
SERVICE	**HOUSING AND HOMELESSNESS**
RESPONSIBLE TO	**RESOURCE OFFICER** **TEAM LEADER PRIVATE RENTED SERVICES** **TEAM LEADER CASE MANAGEMENT** **TEAM LEADER EARLY INTERVENTION AND PREVENTION** **HOUSING DEVELOPMENT OFFICER** **TEAM LEADER RENTS AND ESCALATION** **TEAM LEADER HOUSING SERVICES**
NUMBER OF POST HOLDERS	**34**
ACTING UP/ SECONDMENT	**N/A**

PURPOSE OF JOB

The postholder will play a key role in ensuring 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 service, other Council services as well as partners and customers on a range of tasks and projects.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

- Responsible for a range of tasks that support the effective and efficient delivery of operational and strategic services across Housing and Homelessness.
- Work flexibly as part of service teams and project teams to assist with the completion of operational processes, projects and service goals.
- Provide a high quality service using a range of formats of contact including; telephone, face to face, email, and online to ensure that a flexible, customer focussed, and efficient service is provided to customers, colleagues and partners at all times.
- Respond to and take ownership of customer enquiries and complaints across a range of service areas within Housing and Homelessness, dealing regularly with Council tenants, service users, members of the public, other internal and external services and agencies.
- Provide support in the development, review and implementation of housing and homelessness 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
- Ensure systems and records are accurately updated and maintained.
- Responsible for the provision of rent arrears advice to Solicitors/Sheriff Officers, liaison with Sheriff Court and assurance review of cases with the locality.
- Attend Heritable Court as required with legal representatives to represent the decisions being sought by the housing service. 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 customers. This will include working jointly with other agencies to undertake collaborative assessment and agreeing appropriate action.
- Make decisions taking account of relevant legislation, regulations, policies and procedures other relevant.

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

- The post holder will hold a SVQ Level 2/ SCQ F5 qualification in relevant subject or equivalent work experience.
- Should have relevant experience in a customer focussed environment.
- The post holder must be able to communicate effectively with customers, internal and external colleagues and partners.
- Involvement in specific projects and improvements, working with colleagues across the Council.
- 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.
- Will be required to interpret information held on systems to provide clear, concise and accurate information to customers and colleagues in response to enquiries or requests for information.
- Demonstrate a positive and constructive approach to resolving problems and achieving performance targets.
- 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 and Homelessness service and its business strategy.
- Use initiative and make decisions to manage conflicting priorities and re-allocating resources where required within challenging timescales.

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 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.