

Tollcross Housing Association

Housing Assistant Job Specification

Job Title	Housing Assistant
Grade:	EVH Grade 6 (PA17-PA20)
Responsible to:	Housing Manager

1. Job Purpose

To assist in the provision of housing management services to the Association's tenants and customers.

2. Duties

- To assist in the control of rent arrears, including engagement with tenants to prevent arrears, engaging with DWP and Housing Benefit and following established processes for escalation of cases with the Housing Officer. Signpost customers to other forms of support and advice as required.
- To engage with tenants by face to face interview, telephone and email. Maintain records to a high level of accuracy and offer appropriate advice on all matters in connection with the tenancy.
- Maintain databases to provide highly accurate statistical outputs for senior management.
- Be a positive ambassador for Tollcross Housing Association and provide first point of contact high quality customer care.
- Identify, record and resolve front line complaints and where appropriate work with other colleagues and teams to achieve resolution in accordance with established policy and procedures.
- Provide assistance and support to a team of Housing Officers, with high accuracy effective administration of all housing services; including arrears control, start and end of tenancy and anti-social behaviour.
- Prepare Tenancy Agreements and sign-up packs.
- Assist with allocations and maintenance as well as annual reviews of Housing Lists.
- Interview and assist customers with their application with the Association.
- Conduct estate management inspections and record and act on any issues in accordance with established policy and procedures.
- Manage and resolve low level anti-social behaviour and assist the housing officer in ongoing escalated matters.
- Provide ad-hoc front line customer service duties.
- To undertake any other appropriate duties as directed by the Manager.

Person Specification

	<i>Essential</i>	<i>Desirable</i>
Experience	<p>Processing, recording and pursuing payments</p> <p>Having an empathetic and professional approach and ability to deal sensitively with difficult conversations and situations.</p> <p>Provide highly accurate, efficient and professional administrative support</p> <p>Follow established procedures and processes and feedback issues identified as part of a continuous improvement approach</p> <p>Proactively manage and resolve customer complaints</p> <p>Meeting targets and deadlines</p>	<p>Ability to signpost customers to other agencies and identify potential support needs from engagement</p> <p>Experience of Scottish Public Services Ombudsman Complaints Procedure</p>
Knowledge	<p>Working effectively as part of a team</p> <p>Basic knowledge of social housing principles</p> <p>Basic knowledge of repairs</p> <p>Basic knowledge of Scottish Housing Regulator and Regulatory Standards</p> <p>Basic knowledge of Scottish Social Housing Charter</p>	<p>Knowledge of Housing Management policies & procedures including:</p> <p>Pre-tenancy checks and registration to housing list, preparing allocation packs and legal documentation for tenants, preventing rent arrears and engaging with tenants exhibiting anti-social behaviour, end of tenancy procedures and pursuing former tenant debt</p>

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Skills/ Abilities	<p>Customer centred approach to problem solving and being a positive first point of contact for customers</p> <p>Ability to communicate effectively to a diverse customer group by face to face meeting, by telephone and by written communication</p> <p>Accurately record data in Microsoft Excel</p> <p>Experienced in use of Microsoft Outlook for sending and receiving email</p>	<p>Full Driving licence</p> <p>Produce template letters using mail-merge in Microsoft Word</p> <p>Experience of using SDM Housing Management software</p>
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