

# Housing Assistant

**Grade**
**H**
**Contract Type**
**Permanent**
**Head of Service**

**Housing Manager**

**Housing Assistant**
**Department**
**Housing  
Management**

**Grove Village**
**Role Overview**

Provide the highest standards of service to customers on Grove Village via phone, email or face to face. Delivering an efficient and effective property management administrative service in line with the PFI's policies and procedures.

**RESPONSIBILITIES**

- Provide the first point of contact by phone, email or face to face for customers and leaseholders living on the estate.
- Provide administrative support to the Housing Officers eg preparation of various documents, invoice coding, purchase orders, repairs reporting and monitoring, rent and service charge reviews etc.
- Maintain property management information, including updating of Orchard Housing, website pages, spreadsheets, databases, standard letters etc.
- Maintain databases and internal records for all initiatives and transactions managed within the team, ensuring accurate information is provided for management information.
- Ordering supplies and materials for the office.
- Build and maintain positive working relationships with internal and external stakeholders, ensuring the achievement of statutory and operational objectives.
- Undertake additional duties appropriate to the role and/or grade.

**Our values**

**Honest  
& Reliable**

We are authentic, open and dependable; and we do what we say we'll do.


**Caring**

We show kindness and consideration to our customers and each other.


**Respectful  
& Fair**

We listen to people, and strive for equity and inclusivity in all that we do.

Through our **passion** for housing, more **people** have a **safe** place to call **home**

## STRENGTHS

- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Ability to work autonomously with minimal supervision
- ✓ Excellent Customer Service Skills
- ✓ Ability to build and maintain positive working relationships with internal and external stakeholders
- ✓ Excellent IT skills with proficiency in Microsoft Office
- ✓

## ESSENTIAL REQUIREMENTS

- ✓ GCSE Maths and English (or equivalent)

## BENEFICIAL TO THE ROLE

- ✓ Experience of administrative tasks
- ✓
- ✓ Experience of providing excellent customer service
- ✓
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