

Job Title Housing Assistant

Grade

H

Contract Type

Home worker

Role Overview

Provide the Regional Housing Management Team with an efficient and effective administration service, relating to providing access for gas safety checks, housing management and lettings for Your Housing Group.

Regional Manager



Assistant Regional Manager



Housing Assistant



No Direct Reports

Department

Housing
ManagementHousing
Management

RESPONSIBILITIES

- Process housing applications for choice-based lettings schemes administered by the Group, ensuring applications, queries and reviews are timely processed.
- Support the Group's Regional Housing Management Team and Compliance Team, through all available contacts proactively contacting customers requiring access for gas safety checks, minimising the requirement for Tenancy Management Officers to complete gas access home visits
- Process purchase orders, invoices and sundry payments in line with the Group Operational Standing Orders (OSO's) and required timescales.
- Complete landlord reference checks for existing and former customers.
- Administer and maintain the Group's management move and tenancy transfer list.
- Administer and complete low level tenancy changes e.g. name changes.
- Complete ad-hoc administration tasks on behalf of the Regional Housing team.
- Identify and report any issues/breaches, in relation to Health and Safety.
- Adhere to safeguarding policy and procedure; where appropriate refer customers at risk to relevant and appropriate Agencies/Local Authority
- Support the wider Regional Team to meet team objectives and Key Performance Indicators.

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**

- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Excellent customer service skills
- ✓ Good negotiation skills
- ✓ Excellent ICT skills including Word and Excel
- ✓ Strong organisational skills with the ability to effectively prioritise a busy and reactive workload
- ✓ Positive attitude with a flexible and adaptable approach

ESSENTIAL REQUIREMENTS

- ✓ Awareness of best practice in safeguarding adults and children
- ✓ Knowledge of basic legislation relating to housing management and lettings
- ✓ Previous administration experience
- ✓ Experience of working with customers who are hard to reach i.e. due to the customer's work commitments or limited communication platforms
- ✓ GCSE Maths and English (or equivalent)
- ✓ Administration experience within a Housing or Lettings environment ✓ Experience of administering Choice Based Letting

BENEFICIAL TO THE ROLE

- ✓ Administration experience within a Housing or Lettings environment
- ✓ Experience of administering Choice Based Lettings systems