

## ROLE PROFILE

<b>Job Title:</b>	<b>Reports to:</b>	<b>Department:</b>	<b>Team:</b>	<b>Grade:</b>
Housing Assistant	Senior Housing Officer	Housing & Customer Services	Housing Management	H

<p><b>Job Purpose:</b></p> <p>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.</p>	<p><b>Competencies:</b></p> <ul style="list-style-type: none"> <li>• Passion</li> <li>• Pride</li> <li>• Creativity</li> <li>• Accountability</li> </ul>
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**Key Responsibilities:**

1. Process housing applications for choice-based lettings schemes administered by the Group, ensuring applications, queries and reviews are timely processed.
2. 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.
3. Process purchase orders, invoices and sundry payments in line with the Group Operational Standing Orders (OSO's) and required timescales.
4. Complete landlord reference checks for existing and former customers.
5. Administer and maintain the Group's management move and tenancy transfer list.
6. Administer and complete low level tenancy changes e.g. name changes.
7. Complete ad-hoc administration tasks on behalf of the Regional Housing team.
8. Identify and report any issues/breaches, in relation to Health and Safety.
9. Adhere to safeguarding policy and procedure; where appropriate refer customers at risk to relevant and appropriate Agencies/Local Authority.
10. Support the wider Regional Team to meet team objectives and Key Performance Indicators.
11. Undertake additional duties as appropriate to the role and/or grade.

	Essential	Desirable
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of basic legislation relating to housing management and lettings.</li> <li>• Aware of best practice in safeguarding adults and children</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent customer services skills</li> <li>• Good negotiation skills</li> <li>• Excellent ICT skills including Word and Excel</li> <li>• Strong organisational skills with the ability to effectively prioritise a busy and reactive workload</li> <li>• Positive attitude with a flexible and adaptable approach</li> </ul>	
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Previous administration experience</li> <li>• Experience of working with customers who are hard to reach ie due to the customer's work commitments or limited communication platforms</li> </ul>	<ul style="list-style-type: none"> <li>• Administration experience within a Housing or Lettings environment</li> <li>• Experience of administering Choice Based Lettings systems</li> </ul>
<b>Qualifications/Education</b>	<ul style="list-style-type: none"> <li>• GCSE Maths and English (or equivalent)</li> </ul>	

<b>People Management Responsibility?</b>	No line management responsibility
<b>Budgetary Responsibility?</b>	No budgetary responsibility
<b>Key Relationships (internal/external)</b>	Lettings Co-ordinators, Tenancy Management Officers, Tenancy Sustainability Officers, Income Management Team, Money Advice Team and Fix360. External voids contractors, Local Authorities and other Registered Social Housing Providers
<b>Safeguarding of Children Young people and Vulnerable Adults</b> Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.	

<b>Key Role Performance Indicators</b>
<ol style="list-style-type: none"> <li>1. Housing applications are processed in a timely manner in accordance with Choice Based lettings policy.</li> <li>2. Agreed % reduction in physical gas access visits being completed by the Tenancy Management Officer</li> <li>3. 100% Gas Compliance across the Region</li> <li>4. Tenancy changes being completed within 10 working days of a request being received.</li> <li>5. eFinance invoices, purchase orders and sundry payments are processed in line with the Groups' Financial Standing Orders (FSO's).</li> </ol>

<b>Date Role Profile Created/Updated:</b>	<b>February 2021</b>
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