**L&Q Group**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Role Title: | **Housing Assistant** | | | | | | Date: | November 2022 | | | |
| Reports to Title: | **Area Housing Manager** | | | | | | Version: | 4 | | | |
| DBS Disclosure Required: | **Yes** |  | **No** | X | **Standard** |  | **Enhanced** |  | **Enhanced+** | |  |
| **Responsibility for End Results** | | | | | | | | | | | |
| *Purpose:* | | | | | | | | | | | |
| * To ensure delivery of a responsive, efficient, agile, high quality and customer focused housing management service. * To deliver reliable, repeatable, and consistent services in line with policies and standard operating procedures. * To seek out resident views and to listen and act. * Promotes great customer services in all interactions with residents and other stakeholders. * Provides quality resolutions to routine and more complex queries at pace to residents. * Represents and champions residents, always. * Housing Management duties as requested. | | | | | | | | | | | |
| *Key Responsibilities / Deliverables:* | | | | | | | | | | | |
| * Support Neighbourhood Housing Lead and Area Housing Manager, ensuring the delivery of reliable, repeatable, and consistent services. * Housing Assistants provide extensive support to several Neighbourhood Housing Lead’s to always ensure continuity of service for residents. * Have knowledge and detailed understanding of local patch demographics and issues, ensuring a continuation of service for residents. * Provides flexible support and deputises for Neighbourhood Housing Lead’s at all times but especially during periods of absence, involving limited attendance at schemes and face to face meetings with residents and external stakeholders, ensuring that residents receive a consistent service. * Fully resolve resident issues and requests at quality and pace. Requests may include, but are not limited to; tenancy changes, general service charge enquiries, keys and fobs, reporting issues, chasing issues, requesting a service, processing successions, system updates, garage tenancy agreements, car parking issues, abandoned vehicles issues, liaising with contractors and managing agents, purchase orders, re-housing information, mutual exchange, etc. * Liaison with residents to obtain feedback on services and service delivery and the provision of creative solutions where feedback is not favourable. * Provides fantastic customer service to residents and stakeholders. * Robust performance against all KPIs, SLA’s and targets. * Responds to resident enquiries at first point of contact, either face to face, on the phone, digitally, or by letter, and participates in a duty rota, on a variety of matters. * Investigates requests for assignments, successions, and other amendments to tenancies and recommend approval or refusal. * Completes general administrative duties, including but not limited to: Scanning and indexing, compiling catalogues and chronologies, data input, minute taking, mail merges, reviewing and refreshing customer data. post management, petty cash management, invoice management, arranging meetings and training, processing customer surveys, and questionnaires. * Maintains accurate and detailed customer records in relevant systems. * Adheres to data protection legislation when discussing personal data. | | | | | | | | | | | |
| **Main Accountabilities**  [The major activities or functions necessary to achieve the job’s end results] | | | | | | | | | | | |
| **Working with others: Internal** | | | | | | | | | | | |
| * Collaborates to ensure services are repeatable, reliable, and consistent. * Collaborate with other teams to co-ordinate quality and prompt resolutions for residents. * Completes administration and activities (either remotely or if required in person) of resident engagement, including servicing/administering resident or Neighbourhood Committees and supporting any initiatives that are taking place on schemes. * Signpost residents to other L&Q colleagues where appropriate, ensuring that introductions are made on the resident's behalf to smooth the process and provide a personal touch. | | | | | | | | | | | |
| **Working with others: External** | | | | | | | | | | | |
| * Collaborates with Councillors, MPs, and other external stakeholders to provide timely updates and responses to residents. * Arrange meetings on behalf of the Neighbourhood Housing Lead’s or Area Housing Manager. * Liaise with contractors as appropriate. | | | | | | | | | | | |
| **Financial Responsibility**  [Enter below any typical revenue, operating or capital budgets for which the role is accountable] | | | | | | | | | | | |
| * None | | | | | | | | | | | |
| **People Responsibility**  [Indicate below the typical number of employees for which the role has supervisory / management responsibility. If the number varies, indicate an average or a range] | | | | | | | | | | | |
| None | | | | | | | | ***Direct Reports*** | | ***Indirect Reports*** | |
| **Total Employees** | | | | | | | | 0 | | 0 | |
| Please list below any outsourced service providers that are typically managed by the role (eg, payroll) or any functional / project management responsibilities. | | | | | | | | | | | |
| * None | | | | | | | | | | | |

|  |
| --- |
| **Knowledge, Skills and Abilities** |
| Essential: |
| * Exceptional customer service skills. * Resourceful and supportive approach when dealing with resident requests. * Confident in making decisions that are resident focused. * A drive to do the right thing by residents. * Ability to quickly disseminate information, simplify complex material and communicate at all levels. * A natural curiosity and confidence to ask questions. * A willingness to work hard, get things done and learn fast. * Experience of working within a customer-focused environment. * Experience of working as part of a team. * Excellent verbal communication skills. * Good time management skills, ability to prioritise, copes well under pressure and meet targets. * A good working knowledge of housing legislation, tenancy legislation and property management regulation. * Good knowledge of safeguarding practices and risk in the housing sector. * A good knowledge of the regulatory environment in which we operate. * Demonstrate proficient use of Microsoft Office packages. |
| Desirable: |
| * 1years experience in an administrative or customer services role. * The confidence and determination to do the right thing and challenge the norm. |

|  |
| --- |
| **L&Q Values** |
| These are our guiding principles. They describe how we deliver our mission and vision through our behaviours and actions. |
| **People** |
| We care about the happiness and wellbeing of our customers and employees. |
| **Passion** |
| We approach everything with energy, drive, determination, and enthusiasm. |
| **Inclusion** |
| We draw strength from our differences and work collaboratively. |
| **Responsibility** |
| We own problems and deliver effective, lasting solutions. |
| **Impact** |
| We measure what we do by the difference we make. |
| **Other** |
| * Commit to supporting L&Q’s environmental policy and social mission. * Comply with all L&Q Health and Safety policies and procedures and commit to working towards best practice in the control of health and safety risks. * Deliver services in line with customer promise. |
| **Compliance**  *To work within L&Q’s principle of ‘safeguarding being everyone’s business’ and respond accordingly and in-line with L&Q’s safeguarding policies, should you have concerns about a child or adult at risk.* |