

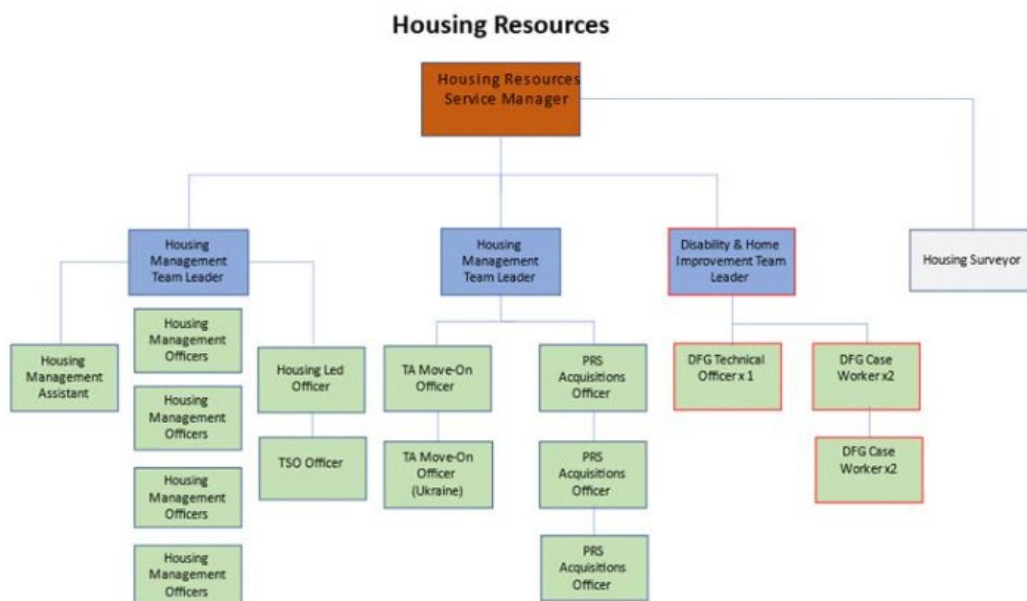
## Job description

<b>Job Title:</b>	<b>Housing Management Assistant</b>		
<b>Directorate:</b>	People	<b>Salary:</b>	£30,024 - £35,412 per year plus £729 London Weighting
<b>Section:</b>	Welfare and Housing Resources	<b>Grade:</b>	BG-H SCP 15 - 24
<b>Location:</b>	Time Square	<b>Work Style:</b>	Hybrid

### Key Objectives of the role

- Provision of an effective administrative support to the Housing Management Team Leaders and a team of Housing Management Officers, as well as carrying out specific tasks relating to tenancies, health and safety compliance and voids.
- To assist in the management of a range of temporary accommodation, hostel accommodation and shared housing. Supporting the placement of homeless applicants into temporary and permanent accommodation in both the private rented sector and social rented sector ensuring appropriate allocations.

### Designation of post and position within departmental structure



## Daily and monthly responsibilities

1. To provide a range of administrative task in order to support the delivery of housing management services such as arrangements for sign up and ensuring all relevant paperwork and benefit claims are completed.
2. Ensure services are maintained to a high standard, reporting repairs and liaising with contractors. Maintaining and recording accurate records on data bases in accordance with GDPR.
3. Act as first point of contact by receiving and managing all telephone and email enquiries, resolving problems as far as possible. Work in accordance with housing management procedures, ensure records are kept up to date and actions taken in a timely manner.
4. Assist in the delivery of an efficient and comprehensive temporary accommodation service ensuring homes are let within agreed targets and in line with the relevant temporary accommodation policy/procedure.
5. To assist in the management of individuals placed in Bed and Breakfast and emergency accommodation. To liaise directly with landlords to ensure there is good communication between B&B owners and the Accommodation Team.
6. To provide advice and guidance to customers on a range of housing solutions, including sharing information about the housing register and how to bid.
7. Visits to properties as and when required such as assisting with fire alarm testing, requiring access to own car.
8. To manage invoicing effectively by raising requisitions, creating Purchase Orders and processing.
9. Update and input on relevant systems all commencement of tenancy information for new lettings of temporary accommodation and end bookings of temporary accommodation.
10. To perform other duties commensurate with the post holders' grade that are required by the Housing Resources Service Manager in order to ensure the delivery of an efficient and responsive service.

## Scope of role

The post involves lone working and visiting vulnerable clients and the postholder will be required to use council's laptops in that context which will hold category 3 level information.

All employees working with children, young people and vulnerable adults have a responsibility for safeguarding and promoting their welfare.

Commitment to the Council's Equal Opportunities policy at all times

Commitment to working within the bounds of the Data Protection Act and GDPR legislation at all times

Such other duties as may from time to time be necessary, compatible with the nature of the post. It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the final duties of the post. It is intended to give an overall view of the position and should be taken as guidance only

### Person specification

KEY CRITERIA	ESSENTIAL	DESIRABLE
<b>Skills and qualifications</b>	Basic education to "GCSE" level standard or equivalent including Mathematics.	<p>Previous experience of working in a Housing environment</p> <p>A knowledge and understanding of current issues relating to housing or an understanding and experience of building maintenance and repairs issues.</p>
<b>Competence Summary</b> (Knowledge, abilities, skills, experience)	<p>Experience of working in an office environment undertaking a variety of administration tasks or equivalent e.g. voluntary sector or housing association</p> <p>Ability to work to conflicting deadlines and able to manage time and resources effectively.</p> <p>Ability to work in a busy and dynamic environment.</p> <p>Ability to deal with customers and contractors in a challenging environment.</p> <p>Excellent communication skills, both verbal and written.</p> <p>Experience of working directly with the public.</p> <p>Ability to follow procedures e.g. emergency procedures and issues relating to tenants welfare.</p> <p>Ability to work effectively in a team and develop positive relationships with colleagues, managers and other services and organisations.</p> <p>Good working knowledge and experience of using ICT systems; Word, Excel and repairs systems.</p>	Ability to identify, address health and safety compliance issues.

	Understanding of and commitment to the requirements of safeguarding children, young people and vulnerable adults.
<b>Work-related Personal Requirements</b>	<p>Experience and ability to be empathise with customers.</p> <p>Good listening skills.</p> <p>The post holder must hold a full UK driving licence (or valid equivalent). Non-UK licences must be converted to UK licences in the first six months of employment.</p>
<b>Other Work Requirements</b>	The ability to converse easily with members of the public and respond effectively to questions in spoken English
<b>Role models and demonstrates the Council's values and behaviours</b>	<p>Our values define who we are. They outline what is important to us. They influence the way we work with each other – and the way we serve our residents and engage with our communities.</p> <p>We make our values real by demonstrating them in how we behave every day.</p>

**All staff should hold a duty and commitment to observing the Council's Equality & Dignity at Work policy at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and Council policies/procedures.**

