



Job Profile

Post title: Housing Assistant

Department: Lettings

Job families:

Grade: C

Responsible to: Senior Housing Assistant

Employees managed: 0

Date of issue: October 2026

Overall Job Purpose

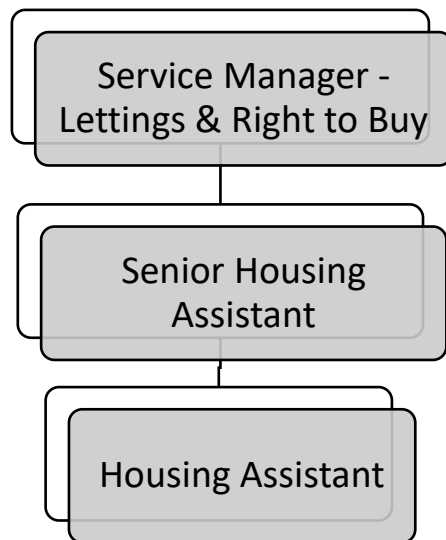
Provide an efficient and effective high-quality housing advice and information service whilst delivering high levels of customer services.

To administer and assess applications for social housing from those seeking rehousing within the District, and to provide appropriate advice and support. Supporting the allocation of garages and plots within the district. Supporting Lettings Officers with triaging medical and welfare assessments.

Working Conditions

The post is office based.

Structure



Job Description

Operational management

To effectively deal with first line enquiries from customers seeking rehousing from the Council, including over the phone, online and face to face.

Process and assess all applications for council housing. Ensure all relevant supporting information is provided and verified and apply the terms of the Lettings Policy to the applicant's individual circumstances.

Undertake all tasks associated with the maintenance and upkeep of the Housing Register, including the annual review, validations, dealing with website messages, updating and reassessing an application when there is a change of circumstances.

Assist in conducting specific housing need assessments, including those needing to move on medical and welfare grounds.

Process property terminations, key movements and produce property adverts, helping to ensure vacant council homes are relet as efficiently as possible.

Provide an efficient word processing service, designing and formatting documents including presentations, photocopying, printing, etc.

Write letters and memoranda of a basic and routine nature.

	Log, acknowledge and assist in maintaining anti-social behaviour records, including anti- social behaviour, breaches of tenancy conditions or other tenancy issues. Upon request from the Case Manager, obtain updates from complainants and conduct customer satisfaction surveys. Complete standard proforma associated with internal policies and procedures related to the service provided utilising standard templates, including logging, filing and invoicing of former tenant arrears and former tenant recharges.
Communication	Provide advice to applicants about the rehousing process, waiting times and the priority banding system. Signpost applicants to appropriate agencies when further advice and support is needed.
Partnership / corporate working	
Resource management (including Financial and Physical)	Process purchase orders and invoices
Systems and information	Maintaining an effective and efficient data filling and management information system including inputting and retrieving statistical information, programmes of works, spreadsheets, etc.
Strategic management	Help to achieve challenging performance targets relating to lettings and the Housing Register