



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

Person Specification

Essential upon appointment

Knowledge/Qualifications

Office based administrative work

Proficient in the use of relevant computer software packages and databases e.g. Microsoft Office Suite

GCSE Maths and English Grade A – C or equivalent experience

Experience

Call handling experience

Previous experience of working within an office environment

Desirable on appointment

Working with the public within a customer service environment	
Skills Excellent interpersonal skills (face to face and telephone) Excellent communication skills (verbal and written) Proficient in the use of relevant computer software packages and databases e.g. Microsoft Office Suite Ability to meet deadlines Attention to detail	
Other requirements The post holder is eligible for casual car user allowance.	
Competencies	
Please refer to the Employee Competency Framework for more information about the behaviour descriptors for each competency.	

Equality Act 2010
The ways in which a disabled person meets the criteria for a post must be assessed as they would be after any reasonable adjustments required had been made. If appropriate, disabled candidates should indicate on the application form if they have needs which should be considered at the shortlisting stage.