

Rykneld Homes Ltd.

Job Description

Division: Neighbourhoods **Service:** Housing

Post: Housing Assistant

Post Number: RH363

Responsible To: Housing Manager

Subordinates: None

Key Accountabilities

- To respond professionally within service standards to assist customers by telephone and with correspondence in relation to housing related enquiries
 - To be the first point of contact for customers in providing efficient, proactive support within the Housing Team in relation to a wide range of activities and processes and be responsible for giving customers advice on these processes:
 - Housing, estate, tenancy support management
 - Community Sustainment
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Main Duties and Responsibilities

The post is responsible for providing an efficient tenancy and estate management assistance to our Housing Teams. Taking the lead in triaging enquiries to either complete yourself or pass on to the wider team. This assistance must be customer focused to ensure processes progress in a time effective way enabling Rykneld Homes to deliver a high quality service.

- Taking the lead on being the first contact for customers, professionally handling general inquiries and triaging cases regarding the above service areas.
- Interpreting complex cases regarding social housing lettings, tenancy management and support in order to present key issues to the Allocations and Housing and Support Teams
- Develop knowledge and keep up to date on local services so you can assist/signpost/offer advice and support to customers over the phone or in person with a range of housing issues of which may sometimes include: Domestic violence,

substance misuse, mental health, sensitive medical information, financial difficulties, noise nuisance and anti-social behaviour.

- Make appropriate support referrals to in house teams and external organisations
- Assist with a range of processes within the Housing Team providing administrative support to each team enabling efficient delivery of services, providing assistance to meet team objectives.
- Completing general tenancy management tasks and assisting officers and managers in higher level tasks including but not limited to: completion and updating of tenancy profile and vulnerability information, updating the electronic housing management system, arranging appointments, issuing standard letters and taking notes at team and corporate meetings.
- Keep accurate records of all contact and actions regarding customers and other organisations including the scanning of documents to ensure tenant information and contact is up to date.
- Collate case information regarding social housing lettings, tenancy management and support.
- Uploading formal documentation to external websites in line with housing process and legislation i.e. uploading Public trustee documents via their website.
- Contact external agencies to obtain information and respond to enquiries.
- Processing and ensuring sign up information is ready and accurate enabling the void to let timescale targets to be maintained.
- Preparation of garage terminations and re-lettings
- Maintain awareness of vulnerability, mental health, diversity and inclusion to ensure that the service is accessible to all with communication tailored to individual needs.
- Support the team with any complaint and customer feedback.
- Carry out appropriate checks on a range of applications from customers to check compliance with policy requirements: for example, exchange requests, alteration requests, changes to tenancy and so forth.
- Record and coordinate responses to correspondence
- Use of a range of IT equipment including PCs, photocopiers, scanning equipment, franking machines in support of administration duties
- Assist in the preparation of legal documents in relation to tenancy management such as Notice to Quits, mutual exchange deed of assignments, and so forth
- Maintain service information so you can support managers in the collection of performance information and other data and produce reports and statistical returns as required

- Provide general clerical assistance such as filing, photocopying, processing mail, maintenance of records, statistical returns, management information, and appropriate diary management.
- Be familiar and compliant with all relevant Health & Safety, Data Protection, Financial Regulations
- Assist in monitoring stock and equipment levels to enable prompt ordering of supplies as required

Key Contacts

- Rykneld Homes colleagues across various departments
- Customers and Service Users.
- Service user Groups – TARAs.
- Councillors and MPs.
- Rykneld Homes Senior Management Team.
- Rykneld Homes managers and staff.
- Council Directorates and corporate services.
- Other public sector service providers.
- Service-related voluntary and charitable organisations
- Tenants and service users
- Voids and repairs team
- Probation service and police
- Telephone face to face email written communication

Person Specification

Personal Skills/Characteristics	Essential	Desirable
<u>Experience</u> • Experience of working in an administrative role. • Knowledge of social housing management and good practice in terms of tenancy and estate management, and tenant support. • Able to use equipment including photocopiers, scanners, filing systems and registers. • Ability to produce well-presented letters and reports. • Ability to administer procedures and processes and check information to confirm compliance and/or a course of action. • Able to work under pressure and respond flexibly to tight deadlines. • Experience of working in a customer facing role handling and responding to enquiries over the telephone, through correspondence, and in person. • Experience of effectively communicating with vulnerable clients and handling sensitive information. • Experience of working alone and as part of a team.	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	
<u>Qualifications</u> • A-Levels or equivalent qualification • CIH membership and/or • Evidence of professional development and personal impact working in the social housing or social care	✓ ✓	✓
<u>Special Skills and Knowledge</u> • Appreciation of verification and evidence levels required to mitigate risks in tenancy management • IT skills in Microsoft Office Systems • A general understanding of benefits/universal credit • Up to date knowledge of basic housing and homelessness legislation • Data processing using filing systems and management databases such as Capita • Excellent administrative skills • Good communication skills, written and oral • Ability to work on own initiative with limited or no supervision • Problem solving skills	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓

• Accuracy and attention to detail • Keyboard skills • Ability to present key issues clearly		
<u>Personal Qualities</u> • Sound judgement and ability to think beyond established practices • Team player • Conscientious, honest and reliable • A team player with a 'can do' approach • Well organised and task focused with the ability to handle pressure and manage conflicting priorities effectively • Genuine customer focus • Proactive and results orientated • Commitment to ethical, non-discriminatory behaviour • Awareness and understanding of confidentiality • Empathy and morale purpose	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	

This specification is not exhaustive and you may be required to undertake other duties commensurate to the role and be flexible in response to the exigent needs of the business.

Equalities 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 taken into account by the shortlisting manager.