

## **JOB DESCRIPTION**

1. **POST:** HOUSING SERVICES ASSISTANT
2. **GRADE AND SALARY:** GRADE 6 EVH
3. **RESPONSIBLE TO:** HOUSING SERVICES MANAGER
4. **REPORTING TO:** HOUSING SERVICES OFFICER
5. **RESPONSIBLE FOR THE FOLLOWING STAFF** ANY STAFF IN FUTURE WHO FALL WITHIN THE POST'S RESPONSIBILITY

### **6. GENERAL AIMS AND JOB PURPOSE**

- (i) To provide a comprehensive service to tenants, sharing owners and owners of Glen Oaks Housing Association.
- (ii) To ensure that Glen Oaks Housing Association meets its adopted Corporate Standards to the highest degree possible.
- (iii) To ensure that the Association's housing services responsibilities are met to the highest possible standard, in accordance with policy and procedure.
- (iv) To provide a courteous and responsive service to all tenants, residents, applicants and members of the public.
- (v) To make sure that the specific job requirements as detailed in the job description are carried out to the highest possible standards at all times.

### **7. JOB PURPOSE**

- (i) To be responsible for assisting the Housing Services Director in providing a comprehensive and efficient housing and tenancy management service.
- (ii) To work as part of a team providing advice, assistance and support to the staff involved in the delivery of the housing management and maintenance service.

## 8. **SPECIFIC RESPONSIBILITIES**

### **Tenancy Management**

- (i) To assist in the preparation of tenancy agreements and relevant documentation.
- (ii) To ensure all tenancy type adjustments are processed timeously, onto the Housing Management system.
- (iii) To provide housing information and advice.
- (iv) Signpost tenants to relevant support and advice agencies (as appropriate).
- (v) Encourage tenants to take out house contents insurance.

### **Allocations**

- (i) To provide a sensitive, effective and efficient service to applicants and members of the public.
- (ii) To process housing applications and assist in the maintenance of the waiting lists in line with the Allocations Policy. Provide the housing services officer with information from the waiting lists to ensure the speedy allocation of properties.
- (iii) Carry out home visits to applicants and arrange accompanied viewings. Liaise with Housing Services Officer and prepare tenancy documentation for sign-up procedure. Liaise with utility companies for power supply to be connected.

### **Rent Accounting / Arrears recovery**

- (i) To assist the Housing Services Officer in the control of rent and sundry debt in accordance with the arrears policy.
- (ii) To assist tenants in the completion of housing benefit forms Universal Credit applications.
- (iii) To monitor and pursue former tenant arrears to maximise the Associations rental income.
- (iv) Prepare detailed reports in respect of former tenant arrears write off as required.
- (v) To direct tenants to appropriate money advice agencies as required

## **Voids**

- (i) To liaise with Technical Officers to ensure properties are available for viewing.
- (ii) To notify Technical Officers of any dissatisfaction highlighted by prospective tenants as to the condition of the void property.
- (iii) To monitor progress of void management procedures to ensure timeous letting of properties.
- (iv) To assist Housing Services Officer in the processing of documentation at termination of tenancy.

## **Decants**

- (i) In consultation with the Housing Services Officer, organise decants in accordance with the Association's policy.
- (ii) To liaise closely with tenants to ensure all aspects of the removal are arranged and confirmed to the tenants.
- (iii) To confirm all details with the appropriate contractors at the earliest opportunity to avoid delay.
- (iv) On the day of removal, ensure meter readings are taken for both old and new properties and ensure any issues relating to the tenants move are processed.
- (v) To liaise with the Housing Services Officer over arrangements for disturbance and home loss forms, where appropriate.
- (vi) Process security as required.
- (vii) To ensure all invoices are checked, kept separate from day-to-day repairs, and passed to the Housing Services Manager for authorisation.
- (viii) To ensure all correspondence is scanned in the tenants house file after the move has taken place.

## **Estate Management**

- (i) To implement estate management policies and procedures in line with local priorities.

- (ii) Assist in the delivery of a comprehensive estate management service to ensure a clean, tidy and well -maintained environment.
- (iii) To report any follow-up work from the inspections to the appropriate staff member/ agency, and keep comprehensive records of action instructed.
- (iv) To undertake general estate management duties as required.
- (v) To organise the Annual Garden Competition and prize giving event.

### **Neighbour Relations**

- (i) To assist Housing Services Officer in the investigation and resolution of neighbour disputes in accordance with policy and procedure.

### **Tenant Participation**

- (i) To work within the Association's customer engagement strategy, consulting with tenants as appropriate.
- (ii) To liaise with tenant and partner organisations to develop services to benefit communities.

### **Gold Service**

- (i) Promote Gold Service to tenants and residents
- (ii) Assist in the administration of Gold Service updating tenancy records.

## **9 GENERAL DUTIES**

- (i) To ensure that the Association's property information and tenancy records are kept up-to-date and maintained in a confidential manner.
- (ii) Undertake any necessary training courses to carry out the duties of the post efficiently and effectively.
- (iii) To attend meetings as required.
- (iv) To compile occasional reports as directed.
- (v) To implement the Association's Equality & Diversity Policy as necessary.

- (vi) To attend meetings and carry out other work as required outwith normal working hours, where relevant, as instructed by the Housing Services Manager or Housing Services Director.
- (vii) To carry out any other relevant duties at the request of the Housing Services Officer, Housing Services Manager, Housing Services Director, Chief Executive or Board.
- (viii) This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the employee requires to agree work priorities and tasks to be completed on a regular basis with their line manager. This will enable the employee's section and the organisation as a whole to fulfil its objectives.