



JOB TITLE: **Housing Assistant**

EVH GRADE 5 SALARY SCALE PA13 - PA16:

A. Responsible to: Management Committee

B. Reporting to: Housing Officer

C. Responsible for: None

D. Job Purpose:

To provide an efficient and effective housing administrative support service to the Co-operative's internal and external customers. To provide main administrative support on the Allocations, lower value Rent Arrears, former tenant arrears, rechargeable repairs, estate management and updating the rent accounts.

E. General Customer Service & Administration

- a) Providing a courteous, efficient and helpful service for customers contacting the Co-operative by telephone or in person dealing with routine housing management issues.
- b) Answering routine queries from the public at the reception counter in a friendly and helpful manner and referring more complex queries to other members of the staff team.
- c) Maintaining the central filing within the general office and developing electronic filing and providing filing support in the absence of Corporate Services team or when backlogs occur.
- d) Ensuring that the petty cash is available in the morning and secure at night in the absence of the Corporate Services staff.

F. Housing Management

- a) In absence of Customer and Financial Services Assistant, processing new housing applications in accordance with the Co-operative's Allocation Policy and Procedure including pointing application forms

and carrying out housing options interview with applicants. Providing advice to CFSA in pointing and loading applications.

- b) Implement the Co-operative's policy and procedure on cancellations and suspensions of applications for housing as directed by the Housing Officer.
- c) Ensure all records are up to date and collate performance information required for ARC, customers guide to applying.
- d) Download Allpay Payments, Housing Benefit payments and cash payments into tenants rent accounts. Complete month end procedures on rent account in Housing Officer's absence.
- e) Taking reports from customers on estate management issues and liaising with estate caretakers or the relevant local authority department to resolve the problem.
- f) Recording and resolving complaints received about the housing service
- g) Undertake home visits as required to carry out your duties.
- h) Ensure that the housing management section of the website is kept up to date and contribute newsletter articles regarding your areas of responsibility.

G. Current & Former Tenant Arrears

- a) Implement the Co-operative's former tenant arrears policy and procedure effectively under the direction and supervision of the housing officer.
- b) Prepare statistical reports on former tenants' arrears and implement write offs at least twice a year as directed by housing officer.
- c) Assist Housing Officer in the management of rent arrears.
- d) Enter housing benefit and Universal Credit awards loaded onto pyramid or excel spreadsheets as required. Calculate monthly technical arrears figure.
- e) Maintain all records relating to tenants affected by the bedroom tax and pursue to ensure tenants has an arrangement, exemption or DHP. Produce month performance reports on the bedroom tax.

H. Void management

- a) Inspect void properties to identify repairs and to obtain info re meters.

- b) Input void repairs.
- c) Liaise with meter management agency and Utilities.
- d) Liaise with contractors to ensure smooth turnaround of void.
- e) Post inspect void to ensure house is safe to occupy and all repairs are complete.
- f) Making accompanied viewings and signing up new tenants

I. Other Duties

- a) Taking the lead role in assessing customers views and priorities and recommending projects, funding applications and strategies to improve our relationships with our customers and their quality of life
- b) Cover key essential tasks carried out by the Corporate services staff during periods of annual leave or other absence.
- c) Attending such meetings and courses including those out with normal office hours as the Director may determine.
- d) Such other reasonable relevant duties as the Director may determine.
- e) Prepare blank tenancy sign up packages for Housing Officer as required.
- f) Assist in recovery of void recharges, as directed by the Housing Officer.

Signed as Accepted by.....

Full Name (printed).....

Date.....

Date Reviewed: March 2017, Feb 2021 and December 2021
Review Date: Dec 2024