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**JOB OUTLINE**

**JOB TITLE :** **HOUSING ASSISTANT**

**SALARY :** £20,235 - £27,147 per annum

***Total leave 34 days rising to 39 days after 5 years***

***36 hour week***

***Defined Contribution Pension Scheme***

***Optional Benefits***

***Private Health Care***

After completion of probationary period

***Gym Membership [subsidised]***

**MAIN OBJECTIVES of the POST**

* 1. To ensure that the Association’s high level of service to the public is consistently delivered.
	2. To provide a comprehensive administrative support function to the Housing Management team.

**ACCOUNTABILITY**

* 1. To the Allocations and Administration Manager on a day-to-day basis. Accountable to the Board of Management through the Head of Housing Management and Chief Executive.

**PRINCIPAL DUTIES**

* 1. To respond to enquiries from the public in a timely and professional manner, in accordance with Almond’s policies and procedures, focussing on the provision of excellent customer service at all times.
	2. All administrative duties associated with the Housing Management team, including mail merge tasks, direct debit payments, electronic credit card and debit card payments, contractor no accesses, invoice checks and complaints database. Telephone enquiries with regards to all housing management matters.
	3. The processing of various items, from both the mainframe and PC software packages, as required.
	4. Processing repair reports and works orders, investigating delays in an efficient and effective manner.
	5. Provision of advice to applicants on all aspects of the Association’s Allocations and Mutual Exchange Policy. Matching applicants via the common housing register.
	6. All Reception duties as required.
	7. Give advice to tenants on all matters relating to their tenancy.
	8. As Universal Credit will be incrementally rolled out, assist with Universal Credit applications, helping tenants log into DWP online application form and provide guidance as required.
	9. Provide an office based support service to all Housing Officers.
	10. Assisting with rent arrears management.
	11. Assist with records relating to legal actions, sisted cases and decrees granted.
	12. Assist with Estate Management, recording information following visits. Diarising future visits. Co-ordinating information from the monthly stair cleaning report, raising inspect lines for repairs as required, reporting back to contractor.
	13. Assist the Housing Manager with surveys on closed Anti-Social Behaviour cases and other service areas as appropriate.
	14. Assist the Housing Manager with checking of various invoices for authorisation, e.g. electricity bills for common stairs, etc.
	15. Assist with tenant surveys as appropriate and manage the list of visits for new tenants post 12 months occupancy.
	16. Arrange Existing Tenant visits for tenants applying for a transfer and ancillary preparation work.
	17. Assist with obtaining tenant information to ensure our tenant profiling is up to date and accurate.
	18. Sustainability Report maintenance.

**GENERAL**

4.1 Comply with Almond’s Health and Safety Policy, reporting any matters of concern to your line manager.

4.2 Comply with Almond’s Code of Conduct.

4.3 Actively promote Almond’s Equality and Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, service users, contractors.

4.4 Contribute constructively to team meetings and the achievement of team objectives.

4.5 Ensure that all contacts are prioritised and concluded satisfactorily.

**PERFORMANCE STANDARDS**

5.1 Responsibility to adhere to and achieve the Association’s performance standards.

**OTHER DUTIES**

6.1 Such other relevant duties as may be determined from time to time.

April 2022