

Role Profile

Post Title:	Housing Advice Assistant
Grade:	5
Date Created:	23rd May 2023

ROLE DEFINITION

To deliver efficient and effective support within the Housing Advice Team

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Provide and promote a quality housing service that maintains a culture of customer service.
- Assist in providing advice and support to any households who are homeless or threatened with homelessness.
- Assist the Housing Advice Officer with the assessment of homelessness in accordance with legislation, guidance and North Ayrshire's policy and practice. Including collating supporting evidence, arranging referrals, appointments and providing basic advice and information.
- Ensure all housing options and homeless cases are monitored and updated on a regular basis until a suitable outcome is achieved.
- Undertake a range of administrative functions including arranging meetings and minute taking.
- Work effectively as part of a team and deal directly with queries from colleagues and customers who may be either internal or external, through appropriate communication.
- Provide information for and participate in the homelessness appeals process as directed.



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- Provide reception and front counter duties as required.
- Undertake all relevant training to ensure continuous professional development.



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ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	3 standard grades, of which one must be English or Mathematics or equivalent OR equivalent experience	HNC or SVQ 3 in housing /administration/ customer service or equivalent	- Application Form - Interview
Experience	Providing social/housing type services		- Application Form - References - Interview
Specialist Knowledge	Working knowledge of homelessness legislation and housing options		- Application Form - Interview - Pre/Post-Interview Check (if appropriate)
Skills and Abilities	- Ability to record and report information accurately & concisely - Ability to work on own initiative and as part of a team - Ability to manage and organise electronic data - Ability to work with individuals from different departments and agencies - Written and		- Application Form - References - Interview



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	verbal communication skills • Ability to deal with challenging behaviour		
Other	•	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind

