

JOB OUTLINE	
JOB TITLE: Housing Assistant	JET CODE: 7088
SERVICE: Community Housing & Housing Options Teams	
DIVISION: Partnerships and Community Services	
REPORTING TO: Team Leader – Community Housing/Housing Options	
RESPONSIBLE FOR: None	
JOB PURPOSE: <p>To provide an effective and customer focused response for housing applicants, tenants, stakeholders and other professionals seeking services from the Housing Team. In doing so to provide housing options/advice and to arrange where required enhanced housing advice/options interviews.</p> <p>To provide support to the Community Housing & Housing Options Teams to deliver frontline housing services to applications, tenancies and stakeholders, also to play a role within the team in ensuring the council meets its obligations under the Social Housing Charter.</p>	
MAIN DUTIES: <p>To provide housing information and advice to customers, which will identify the need for housing options review and assist with the completion and verifications of housing applications and registrations.</p> <p>To process and ensure the effective verification of housing applications and changes of circumstances in accordance with the Councils Allocation policy.</p> <p>To identify needs and signpost or refer customers to specialist services both internally and externally.</p> <p>Conduct processes in relation to key activities such as provision of temporary accommodation, related invoicing, income collection, housing benefit entitlement assessment (including all verification matters), Orchard updates and Tell Us Once processes.</p> <p>Responsibility for managing reports and databases and to assist with nominations to Registered Social Landlords.</p> <p>Register Health and Housing applications and co-ordinate all associated paperwork for the recording of cases.</p> <p>Responsible for managing the Mutual Exchange database, processing new applications and reviewing existing applications.</p>	

Complete pre-allocation checks and prepare documents for new tenancies, including temporary accommodation in various tenures, the completion and verification of housing benefit applications and income collection arrangements.

Monitor and maintain stocks of relevant forms/leaflets and other publicity material, making sure that relevant information is available for public display. Also ensure that customers are aware of information available via websites and other forms of e-commerce processes.

To provide assistance to the Community Housing & Housing Options teams in a range of housing/tenancy management based processes, such as the sign up process, co-ordinating Estate Inspection visits and sending out letters and forms on behalf of teams.

Process garage applications and take responsibility for the void process in accordance with policy including the allocations of garage lock ups and garage sites to applicants and manage sign up and overall process, which includes visiting the lock ups and sites where appropriate.

To accompany Housing staff members on joint visits and act as witness to the service of documentation and on the provision of information.

Assist and support the Community Housing & Housing Options teams with general housing support tasks, including the co-ordinator of empty house keys.

Co-ordinate all administrative duties relating to the Garden Aid Scheme, ensuring that all enquiries, applications and cancellations are responded to within appropriate timescales and in line with relevant procedures.

Take minutes of all meetings, such as Local Housing Partnerships, Antisocial Behaviour and policy and procedural meetings etc.

Prepare the weekly sickness absence returns.

Recording and distribution of incoming and outgoing mail.

Produce documents using Microsoft Office Package ie Work/Excel/Access.

Maintain filing systems (including CIVICA, AVD and Orchard), IT systems and databases to ensure data is accurate, current and available for use.

Undertake various administrative tasks to support housing teams requisition materials/ supplies/ stationery stock through PECOS (Online Procurement system) and ordering items through office credit and purchase cards, undertaking photocopying, laminating and binding as required.

To assist Community Housing and Housing Options Team in taking messages offering initial advice to clients, gathering relevant information/evidence to provide an effective and customer focused response.

Deal with both internal and external customers in line with the Council's Customer Care policy.

Organise housing events and meetings including room bookings, layout, catering, travel, IT provision and other requirements as appropriate.

To ensure that all duties are delivered in a manner consistent with the Council's Data Protection obligations.

Undertake such duties appropriate to the grading of the post, providing appropriate cover for all Community Housing and Options Teams as required.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to "Higher" level, NC or SVQ level 2 in English and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience. If not already held, you will be required to undertake a period of study to attain the National Standards in Housing Advice and Information at Level 2.

Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.

Scottish Social Services Council:

- None.

PERSON SPECIFICATION		
Attributes	Essential	Desirable
Education, Registration & Training	<p>Educated to “Higher” level, NC or SVQ level 2 in English and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.</p> <p>If not already held, you will be required to undertake a period of study to attain the National Standards in Housing Advice and Information at Level 2.</p> <p>This role requires Level 1 Disclosure Clearance to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be required prior to commencement.</p>	<p>Customer Services Professional Qualification (Award Level)</p> <p>Appropriate Data Protection training</p> <p>Appropriate Child, Adult and Public Protection Training</p>
Previous Experience (Paid & Voluntary Work)	<p>Experience of working in a customer service environment</p> <p>Previous experience of working in an office environment</p>	
Knowledge/ Skills /Competencies	<p>Effective verbal and written communication skills</p> <p>Effective organisational and time management skills</p> <p>Competent user of Microsoft Office Suite such as Word, Excel, Outlook etc.</p> <p>Proficient keyboard skills</p> <p>Awareness of data protection and freedom of information requirements</p> <p>Awareness of child, adult and public protection issues</p>	

Personal Qualities	<p>Ability to prioritise own workload</p> <p>Ability to work without close supervision, using own initiative</p> <p>Ability to work with accuracy, paying close attention to detail</p> <p>Ability to work under pressure and meet deadlines</p> <p>Ability to work flexibly as part of a team</p> <p>Ability to effectively manage relationships with tact and diplomacy</p> <p>Ability to maintain confidentiality relating to sensitive or personal matters</p>	
Council Behaviours	<p>We are Person Centred</p> <p>We Initiate and Embrace Change</p> <p>We Strive to be the Best we can be</p> <p>We make things Happen</p> <p>We work Together</p>	

