Job Outline

Post:	Housing Management Assistant
Location:	Hilton Service Point base (Hybrid working possible)
Hours:	35 Hours per week
Duration:	Permanent
Service:	Housing
Grade:	HC5
Contact Name:	
Contact email:	

Job Purpose

Housing Management Assistants play an integral role in delivering the Highland Council's housing service and support Housing Management Officers and Housing Options Officer in all tenancy related matters. This is an exciting opportunity to join a committed housing service that strives for consistent improvement and development with a focus on excellent customer care.

Within this role you will work as part of a multi-disciplinary housing team. This is a varied and interesting role which will develop your skills, knowledge and experience within the social housing sector.

Housing teams work with individuals and communities with diverse needs and Housing Management Assistants are vital to providing an excellent customer service to our tenants and clients.

A commitment to excellent performance and a drive to deliver for tenants and communities is a fundamental aspect of this role.

Job Description – Key Duties and Responsibilities

1. Conduct housing management activities in line with Highland Council's policies and procedures and meet Key Performance Indicators.
2. Use IT systems competently and record accurate, relevant, and up to date information on our internal housing systems.
3. Always adhere to GDPR regulations and retain integrity around confidentiality.
4. Comply with Health and Safety legislation and regulations.
5. Work closely with Housing Management and Options Officers to work with tenants and clients to deliver an effective housing service and manage and monitor tenancy agreements and potential breaches of tenancy agreements.
6. Support the Officers to monitor and manage rent accounts and be responsible for low level rent arrears in accordance with financial regulations and rent arrears escalation policy.
7. Support Officers with homeless management and general tenancy management including temporary accommodation.
8. Support Officers to carry out administrative actions in relation to allocations and sign ups.
9. Deliver homeless prevention advice and housing options advice.
10. Ensuring communication lines with tenants are open including home visits, telephone calls, emails, and text messages.
11. Advising and signposting tenants which may include referrals to other agencies.
12. Carry out home visits and tenancy inspections when required.
13. Liaise and work closely with internal and external colleagues such as maintenance, operations, finance, welfare support teams, NHS Housing Support, CAB etc to achieve positive outcomes for clients and the Service.
14. Assist Housing Officers to record, respond and manage Anti-Social Behaviour complaints.
15. Encourage and develop Tenant Participation and participate in events as and when required.
16. Professionally and appropriately represent the housing service and the Highland Council.

Other Duties

The postholder may be required to undertake any other duties appropriate to the level of the post. Duties and responsibilities will vary from time to time.

You may be required to provide an emergency standby service on a rota basis and provide your details as an emergency contact.

You may be required to work in other locations across Highland in order to meet service delivery requirements

Person Specification

Essential Attributes

1. Good standard of education which includes literacy, numeracy, and IT skills.
2. Chartered Institute of Housing Level 2 Qualification or the willingness to undertake this within the first 12 months of employment.
3. A general understanding of current housing legislation, the role of the Scottish Housing Regulator and local authority bodies such as COSLA.
4. Experience of providing a front-line customer service and having a strong commitment to customer care.
5. Excellent verbal and written communication skills.
6. Proficient IT skills, particular use of Word, Excel and other relevant IT systems.
7. Personal resilience and techniques to manage the more emotive aspects of the role.
8. Ability to work in a performance monitored environment and be accountable for individual performance with a drive to consistent improvement.
9. Awareness of relevant legislation, policies, and procedures.
10. Ability to build positive working relationships with colleagues, work as part of a team and manage any conflict which may arise in a mature and reasonable manner.
11. Time management skills which incorporate organisation, planning, reviewing, and prioritising.
12. Problem solving skills and a solution focused approach with a positive attitude.
13. Political awareness of service delivery within local government.
14. A commitment to expanding and developing skills and knowledge which includes attending training, including corporate training, and undertaking academic requirements.
15. Ability to be open, honest, and transparent with your line manager about your workload, training needs and anything which may impact your ability to carry out the role.
16. Ability to work to the correct level within the grading of the post and be accountable for the remit that involves.
17. The ability to use initiative and to work well within a team.
18. Have access to personal transport or be able to travel to meet the requirements of the post.

Health and Safety

Health & Safety is an integral part of any role within the Highland Council. As such we would expect that all employees:

- Become familiar with Violent Incident and Accident reporting procedures and comply with them.
- Undertake a continual program of Risk Assessment in relation to their role within Highland Council.
- Have an understanding of the importance of Health and Safety in the workplace and familiarise themselves with the Highland Council's Health & Safety Procedures.