Role Profile

Post Title:	**Housing Assistant**
Grade:	**5**
Date Created:	**28th September 2018**

ROLE DEFINITION

To deliver efficient and effective support to the Housing Services 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

- Record and resolve enquiries / complaints from customers escalating where necessary.
- Accurately enter and retrieve data from a range of computerised or manual systems and adhere to the General Data Protection Regulations where appropriate.
- Produce various letters, correspondence and reports.
- Filing, photocopying, faxing, scanning and processing correspondence and providing administrative support to other areas of the Service as required.
- Participate in cover for others / cover on other offices where required.
- Work towards defined performance targets and assist Housing Services in achieving both team and Service performance indicators.
- Deal directly with queries from colleagues and customers who may be either internal or external through appropriate communication.
- Undertake all relevant training to ensure continuous professional development.
- Cash collection duties and manage petty cash for the Service.

- Schedule appointments for inspections / joint inspection of void properties ensuring that operational targets are met and systems are maintained with accurate and up-to-date information at all times.
- Contact tenants who are in arrears with rent and negotiate repayment arrangements.
- Process applications for housing to the North Ayrshire Housing Register and carry out housing prospect interviews with applicants.
- Provide new tenants with legal documents at the start of their tenancy and explain tenancy rights and responsibilities and assist them with claims for Universal Credit or Housing Benefit.

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	• Carrying out administrative duties • Working to tight deadlines • Dealing with customers • Use of IT systems and Microsoft packages	• Financial Management systems • Working in social housing	• Application Form • References • Interview
Specialist Knowledge	•	• Welfare Reforms, particularly Universal Credit	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Role Profile

Skills and Abilities	• Customer care skills • Organisational skills • Attention to detail • Work with minimal supervision • Work as part of a team • Prioritise and plan workload • Written and verbal communication skills • Problem solving skills	• Proactive approach to working	• Application Form • References • Interview
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