JOB DESCRIPTION	
Title of Job:	Housing Assistant
Location:	Hybrid Working with Inverness or Invergordon office base
Number of Jobholders:	9
Title of Line Manager:	Senior Housing Officer
Responsible for:	n/a

Purpose and Scope

To deliver a high level of frontline customer services in all aspects of our day-to-day operation that will ensure the organisational aims, objectives and performance standards are met or exceeded in accordance with legislation, policy, procedures, and best practice guidance and within available budget parameters. You will be required to operate in a function-based specialism but have excellent general all round housing management capabilities.

Job Outline: Responsibilities and Tasks

MAJOR TASKS

- Process and administer a range of customer services activities to ensure the smooth and efficient delivery of excellent customer services.
- Provide cover/answer calls as overspill from Business Services team to provide advice and guidance to customers (as applicable to the specialist function you are currently operating in)
- Investigate and respond to complaints in line with the Scottish Public Sector Ombudsman (SPSO) complaints process and internal guidance.
- Assist colleagues with the collation of performance data, statistics and profiling reports as required.
- Support the organisations customer engagement objectives.

MAIN ACTIVITIES

- **Process and administer a range of activities to ensure the smooth and efficient delivery of excellent customer services.**
  - *Income Management*
    - Accept and record rent and other payments from customers.
    - Administer the preparation and banking of all cash and cheques received in the office or by officers on site.
    - Process benefit awards and third-party deductions for housing costs to relevant accounts and ensure tenancy account records are updated.
    - Administer requests for rent direct, direct debits, standing orders, issue payment cards and credit refunds or other payment options as required.
    - Process and review the collection and review for a caseload of lower-level housing debts for current or former tenancies.
    - Accurate production of legal notices and court instructions for breaches of tenancy for non-payment of rent.
    - Assist in the ending and creation of tenancy records, produce accurate end of tenancy and new tenancy documentation and sign-up packs.
    - Ensure the production and accurate administration of documentation for all tenancy management and tenancy sustainment, including the production of legal notices, recording of casework and monitoring data as required.

  - *Tenancy Sustainment*
    - Support Housing Officers in delivery of tenancy sustainment services to customers with a wide range of matters that impact on their ability to sustain their tenancy, such as benefits, energy, independent living skills, aids and adaptations, mental health, substance misuse and isolation.
    - Administer referrals for tenancy sustainment, updating and maintaining records of referrals and outcomes and collating monitoring reports for colleagues and senior staff as required.
    - Administer the delivery of assisted living services including issuing and processing self-assessment forms, organising tender documentation, issuing appropriate works orders, and approving invoices for completed works within delegated authority limits.
    - Co-ordinate and administer internal and external tenant support funds.
    - Support Housing Officers in the allocation of Albyn's Fit Homes and ongoing support to tenants in these homes.
    - Support the development and delivery of tenancy sustainment projects, including the wider roll out of Albyn's Fit Homes technology-enabled support.

- *Tenancy Operations*
  - Voids and Allocations:
    - Assess and process housing applications in line with the Highland Housing Register (HHR) policy and procedures.
    - Administer regular reviews of the housing list and suspended applications.
    - Manage the waiting lists and allocation of garages.
    - Administer all aspects of key management for void properties, including relevant notifications to external agencies.
    - Assist in the ending and creation of tenancy records, produce accurate end of tenancy and new tenancy documentation and sign-up packs.
    - Administer mutual exchanges.
    - Advise customers on their general housing options.

  - Tenancy, Anti-Social Behaviour and Estate Management:
    - Ensure all tenancy and property records are regularly reviewed and updated accurately and timeously with all relevant changes of information.
    - Provide general advice to residents reporting anti-social behaviour, neighbourhood complaints and estate management issues.
    - Support tenants in all areas of tenancy management including succession and assignation.
    - Ensure the production and accurate administration of documentation for all tenancy management and tenancy sustainment, including the production of legal notices, recording of casework and monitoring data as required.

- **Provide cover/answer calls as overspill from Business Services team to provide advice and guidance to customers. (as applicable to the specialist function you are currently operating in).**

  - *Income Management*
    - Provide tenants with accurate information about account balances, advise on payment options and benefit claim requirements, and discuss straightforward repayment proposals for housing debts.

- *Tenancy Sustainment*
  - Deal with requests from tenants and prospective tenants for assisted living services (including medical adaptations, assisted garden maintenance and telecare services), including advice on eligibility criteria and priorities, availability, and liaise with external agencies and contractors as required.
  - Provide general advice on support that may be available to tenants to help them sustain their tenancies.

- **Investigate and respond to complaints in line with the Scottish Public Sector Ombudsman (SPSO) complaints process and internal guidance.**
  - Respond to routine enquiries and complaints from customers, elected members or other customer representatives as required.
  - Provide full and prompt information to colleagues and managers relating to your own contacts with or administration of tenancy matters to assist them to collate responses as required.

- **Assist colleagues with the collation of performance data, statistics, and profiling reports as required.**
  - Collate information for and produce performance and statistical reports for senior staff as required.
  - Input and extract data accurately to and from housing and property databases and other electronic or manual recording systems.
  - Obtain tenant feedback on key areas of service delivery and collate reports for managers or other colleagues.

- **Support the organisations customer engagement objectives.**
  - Assist with the organisation of appointments with customer.
  - Assist with the co-ordination and administration of mail-outs, electronic and telephonic communications, and social medial updates to customers.
  - Assist with the organisation of events for customers such as meetings and focus groups.

- **Health & Safety**
  - Comply with safe working practices as defined by Albyn Group.
  - Complete online training as and when required.
  - Take reasonable care for your own health and safety and that of others who may be affected by acts or omissions at work.

- **General**
  - Understand the key aspects of Scottish secure tenancy legislation and policy to be able to provide high quality advice and information to tenants and applicants.
  - Be aware of and adhere to Albyn Group policies at all times.
  - Take part in progress/performance reviews throughout the year.
  - Cooperate with other Albyn Group departments.
  - Attend training courses and complete online training modules as required to meet the requirements of the post.
  - Take responsibility for own personal development, seeking out opportunities to learn new skills.
  - Undertake any other duties as requested by management which are reasonably deemed to be within the scope of the role.

- **Other**
  - Apply the Albyn Group values and behaviours to every aspect of the role at all times.
  - Promote and maintain the standards of Albyn Group

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building homes...supporting communities

PERSON SPECIFICATION

Essential: **Education & Training**	• Educated to at least "Higher Grade" and/or an appropriate administration diploma. • Willingness to undertake continuous learning and professional development.
Essential: **Skills**	• Plan, prioritise and manage their time, workload and competing demands to exceed targets and meet deadlines. • Work unsupervised and make decisions independently, taking responsibility for the decision made, appropriate to the level of the post. • Review work to ensure accuracy to a high standard. • Work in partnership with peers and colleagues as part of an effective and efficient team. • Possess a high standard of literacy and numeracy. • Be self-motivated, have a confident, positive, and helpful outlook and be adaptive to change. • Demonstrate excellent communication and interpersonal skills – with the ability to adapt communication, both written and verbal dependent on purpose and needs of the audience. • Demonstrate a professional approach and model behaviour to ensure customers and colleagues are valued and their needs are responded to appropriately.
Essential: **Experience**	• Work in or have experience of working in administration in a customer focused environment. • Experience of dealing with challenging situations with resilience, flexibility, and confidence in an appropriate manner. • Previous experience and commitment to achieving successful performance results. • Resolving customer queries at the first point of contact.

Essential: **Knowledge**	• High standard of computer literacy in Microsoft Word, Excel, and Outlook. • Understand the requirements for the correct recording and control of client information. • Ability to use and input and extract data accurately to and from housing information systems.
Essential: **Other Qualities**	• A commitment to help achieve the Society's aims and objectives.
Desirable	• Understand the sector in which Albyn operates and of the challenges facing the housing sector. • Understand the current and developing legislation and social policy relevant to the Housing sector including Welfare Reform. • Work with a high degree of autonomy taking ownership of your workload with a proactive and performance driven approach. • Have relevant work experience within housing management, allocations, arrears collection and/or anti-social behaviour. • Experience of arrears collection or account management. • Good practical knowledge of relevant legislation and policies for the delivery of excellent customer services in social housing. • NVQ or equivalent in Customer Service. • CIH Level 2 or equivalent Housing related qualification. • Understand the Health and Safety requirements relevant to a Housing Association.