**Role Profile**

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| **Job title:** Housing Services Assistant |
| **Department:** Customer Services |
| **Reports to:** Housing Officer |

**Organisational Structure**

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| Area Housing Manager |

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| Housing Officer |

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| Housing Services Assistant |

**Job Purpose**

To provide administrative support to the Customer Services Department and to complete an administrative project set by the Service Manager

**Key Accountabilities**

* To maintain centralised files for the Customer Services Department.
* To input and maintain information on the computer system.
* To receive all tenancy information enquiries and issue tenancy information packs.
* To receive all tenancy application forms, acknowledge receipt to applicants and obtain references. Maintain files of applicants awaiting an offer of tenancy. On confirmation of acceptance, to create a new tenant file, and associated documentation, pass documentation to the appropriate Housing Officer(s) and to notify the statutory authorities as appropriate.
* To assist in the production of specialised documentation in relation to standard pro forma, tenancy offers and rent changes.
* To undertake regular tasks including filing, photocopying, handling mail, telephone messages.
* To undertake typing and word-processing on behalf of the staff team.
* To order stationery, cleaning supplies, TV Licenses, light bulbs etc. for Office and Courts when requested.
* Register incoming /outgoing mail
* Update staff movement sheet
* To apply knowledge of the Association’s policy and procedures when liaising with contractors, wardens and tenants.
* To carry out all administration in respect of void properties.
* To carry out all administration in respect of office petty cash/invoices and liaise with Finance section.
* Request cheques from HQ when necessary and bank/forward any payments received

### To undertake training or attend training events and conferences as required

* To adhere to the Association’s Health and Safety Policy.
* To promote Tenant Participation and Consultation in line with Association’s strategy
* Set up meeting room for meetings/training sessions/ presentations
* To carry out any other tasks as required by the Service Manager

**Person Specification**

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| **Education** |
| * n/a |
| **Experience** |
| * Experience of administration duties * Speaking to customer over the phone and face to face * Providing excellent customer service |
| **Knowledge** |
| * It is desirable for the successful candidate to have a knowledge of Housing Associations and void properties. |
| **Skills and Abilities** |
| **Essential**   * Knowledge of several different computer packages such as Microsoft Word, Excel and Microsoft Office * Working in a customer service environment * Experience of administration duties   **Desirable**   * A knowledge of Housing Associations and void properties |
| **Personal Qualities** |
| * Ambition (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Analytical reasoning (is driven to do well, be effective, achieve, succeed and progress quickly through the organisation) * Compliance (adheres to policies and/or procedures, or seeks approval from the appropriate authority before making changes) * Delegating (appropriately designates responsibility and refers problems or activities to others for effective action) * Developing others (develops subordinates' competence by planning effective experiences related to current and future jobs, in the light of individual motivations, interest and current work situation) * Empathy (understands the feelings and attitudes of others and is able to put oneself in others' shoes). * Innovation (is change-oriented and able to generate and/or recognise creative solutions in varying work-related situations). * Integrity (maintains and promotes organisational, social, and ethical standards and values in the conduct of internal as well as external business activities) * Listening (draws out opinions and information from others in face-to-face interaction) * Communication (is proficient in both written and verbal communication) |

**Core Competencies**

* Put our customers first
* Strive for excellence
* Be accountable
* Think and act as ‘one team’
* Demonstrate respect
* Achieve work/life balance