

**Job Description**

**1.** **JOB DETAILS**

**Job Title:** Housing Service Assistant

**Location:** Bellshill/Inverness

**Team/Directorate:** Customer Services

**Responsible To:** Housing Officer

**Responsible For:** NA

# 2. JOB PURPOSE

To provide high quality and customer focused service that covers all aspects of the tenancy and support to the customer.

To provide an efficient and effective support and administration service to the tenancy service team and the wider Cairn Group.

### 3. KEY RESULT AREAS/PRINCIPLE DUTIES AND RESPONSIBILITIES

* Process and administer relevant activities to ensure that we maintain excellent customer service.
* Responsible for processing housing applications and garage applications and maintain waiting lists in line with Cairn procedures and SLA’s.
* Assist the housing officers to identify prospective tenants and allocate properties within given timescales.
* Assist the housing officers in the prevention or recovery of current and former tenant rent arrears to maximise income and reduce rent arrears.
* Assisting with the allocation of low demand properties to reduce void rent loss.
* Deliver services to meet our agreed KPI’s and SLA’s and legislative requirements.
* Perform effective data management to enable accurate reporting and monitoring.
* Provide first line basic advice on all tenancy related queries to ensure a consistent service.
* Contribute to the effective partnership working across the group to ensure collaborative working and consistency of service.
* Support Contact Centre colleagues during busy periods to ensure customers receive a consistently high level of customer service.
* Undertake administrative duties to support the team and wider organisation.

**3.2 Key Performance Indicators**

Voids

Income collection

Customer satisfaction

Value for money

Tenancy sustainment

Learnpro modules

Cornerstone

# 3.3 Key Contacts – Internal & External

Internal staff

Cairn housing Group

Local authorities

RSL’s

New /Existing/ and former tenants

Tenant advocates/representative

Contractors

Visitors to the office

Third sector

Support agencies

# 3.4 Health & Safety

* Ensure that Health and Safety guidelines and fire regulations are strictly adhered to
* Comply with safe working practices as defined by Cairn Housing 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
* Report any accidents, incidents or near misses as soon as reasonably practicable.

# 3.5 General

* Be aware of and adhere to Cairn Housing Group policies at all times
* Take part in progress/performance reviews throughout the year
* Cooperate with other Cairn Housing 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

**3.6 Other**

* Apply the Cairn Housing Group values and behaviours to every aspect of the role at all times
* Promote and maintain the brand standards of Cairn Housing Group

**JOB TITLE**

**Person Specification**

|  |  |  |
| --- | --- | --- |
| **CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| Qualifications and specific training | 1-2 Years’ experience in a similar environment | CIH level 2 or equivalent housing related qualification |
| Experience | 1-2 Years’ experience in a similar environment  Demonstrable experience of administration duties  Demonstrable experience of communicating with customers over the phone, face to face and in writing  Demonstrable experience of providing an excellent customer service | Experience of Housing Sector and areas of housing legislation |
| Knowledge | Detailed understanding of the customer service environment.  Detailed understanding of housing practice and legislation  Detailed understanding in computer literacy | An understanding in housing management systems such as Capita, CXM, Pimms, Epix  To have an understanding of housing association. |
| Skills | Developed knowledge of I.T  Developed listening skills through working in a customer service environment.  Developed skills to prioritise workloads efficiently and effectively and reprioritise if required within set deadlines.  Developed self-discipline to be able to work efficiently within a team or work under own initiative.  Developed skills in verbal and written communications for a wide range of audiences.  Developed literacy and numeracy skills  Developed skill to pay attention to details and accuracy | Understand current legislation in the housing sector and welfare reform |
| Personal attributes | Ambitious  Compliant  Ability to Delegate  courteous  Empathetic  Innovative.  Maintains Integrity  motivated  Listener  Communicate effectively  Respectful  polite  Team player.  Willing.  Accountability  Willingness to undertake continuous learning and professional development |  |
| Additional requirements | To be able to work in a busy and changing environment.  There may be some travel between offices  Additional hours may be worked  Flexibility to work in other departments |  |

**Job Description and Person Specification Agreement:**

**The above job description is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.**

**Post Holders Signature: Date:**

**Managers Signature: Date:**