

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Housing Assistant</b>
<b>GRADE:</b>	<b>8A</b>
<b>REPORTING TO:</b>	<b>Team Leader</b>
<b>RESPONSIBLE FOR:</b>	<b>N/A</b>

### **ROLE SUMMARY**

To provide comprehensive administration support to teams within the Housing Operations Directorate working within Neighbourhoods, Estates, Lettings, Safer Neighbourhoods or Tenancy Sustainment.

To deliver outstanding services to customers in line with the vision and values of the organisation.

To work with believe housing colleagues and external partners to ensure the service is developed to meet future and current needs.

### **MAIN DUTIES & RESPONSIBILITIES**

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process. The points below are a summary of your main duties and responsibilities:

- Provide information, general advice and support to customers and your team in relation to all aspects of the Housing Operations Directorate.
- Input data and maintain accurate records as required.
- Develop good working relationships with customer, other departments of believe housing and its partners to enhance service delivery.
- Collect performance data and assist in the production of performance and information reports.
- Manage health and safety issues in your area of responsibility in line with the relevant sections of the relevant Health and Safety Policy.
- Comply with group confidentiality and information security policies at all times.

**PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Qualifications	4 GCSE's grade A*-C or equivalent, and/or experience in a similar role		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Selection Process</li> <li>• Pre-employment checks</li> </ul>
Experience		<p>Experience of working in a customer focused environment</p> <p>Experience of working with figures and data collection</p>	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Selection Process</li> </ul>
Skills/Knowledge	<p>A positive attitude to customer service and personal development</p> <p>Proficient in the use of IT systems</p> <p>Flexible and adaptable to change</p> <p>Ability to organise and prioritise workload and work to tight deadlines</p> <p>Excellent communication skills</p>		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Selection Process</li> </ul>