JOB DESCRIPTION

JOB TITLE: Housing Assistant

GRADE: 8A

REPORTING TO: Team Leader

RESPONSIBLE FOR: N/A

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 staff 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 customers, 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 section(s) of the relevant Health and Safety Policy.

- Comply with Group confidentiality and information security policies at all times.

- Your duties may vary from time to time within the broad remit of your role and grade. You are required to undertake any such reasonable and appropriate

PERSON SPECIFICATION

	Essential	**Desirable**	**Method of Assessment**
Qualifications	4 GCSE's grade A*-C or equivalent, and/or experience in a similar role		• Application Form • Selection Process • Pre-employment checks
Experience		Experience of working in a customer focused environment Experience of working with figures and data collection	• Application Form • Selection Process
Skills/knowledge	A positive attitude to customer service and personal development Proficient in the use of IT systems Flexible and adaptable to change Ability to organise and prioritise workload and work to tight deadlines Excellent communication skills		• Application Form • Selection Process