Assistant Housing Officer – Job Description

Reports to: Housing Manager

Responsible for:
- Supporting the Housing Team in the delivery of a quality and customer focused Housing service.
- Providing the Society's tenants and other users with the highest possible standard of service.
- Supporting the development of the Society's policies and procedures.

Key Responsibilities
- Have knowledge of policies and procedures in respect of allocating Society homes, tenancy breaches, anti-social behaviour and rent arrears, providing advice and information to customers.
- Undertake 'sign-ups' with new tenants explaining the tenancy agreement in detail and providing the relevant advice around Housing Benefit and Universal Credit.
- Carrying out accompanied viewings with prospective tenants.
- Administer the application and allocations process, ensuring that all housing and transfer applications are processed effectively and that voids are correctly and efficiently allocated and re-let targets met.
- Completing home visits for any aspect of Housing Management, including Annual Tenancy Visits.
- Co-ordinate referrals to support and money advice agencies where required.
- Ensure a speedy and focussed response to anti-social behaviour and other breaches of tenancy condition, liaising with and supporting other members of the Housing Team as necessary.
- Assist in the co-ordination of paperwork for tenancy, anti-social behaviour cases and home visits.
- Assist with events designed to engage customers, for example surveys and customer groups.
- Make agreements for repayment of debt to the Society in respect of rent arrears.
- Assist in the co-ordination of paperwork for high level rent arrears cases including court paperwork.
- Assist in the monitoring of former rent accounts and act in accordance with the policy and procedure.
- Maintain and update records and data in relation housing, extracting statistical information as required.

(General):
- Communicate daily with applicants, tenants, and members of the public by telephone, e-mail and in person, providing information and advice on a broad range of subjects.
- Accurately record information being provided by customers.
- Receive repair enquiries from tenants, applying the repairs policy to prioritise.
- Assist with the preparation and issue of letters, surveys and newsletters to customers
- Data inputting as required.
- Attend relevant meetings where required.

(Company)
- Comply with all legal and statutory regulations, including Health and Safety, along with best practice.
- Ensure that the Society's policies are always implemented in all aspects of service delivery.
- Achieve agreed performance targets for all service areas and contribute to the setting of future targets.
- Ensure that Financial Regulations of the Society are adhered to.
- Uphold the Society's standing as a public service in a professional, and competent, manner.
- Always maintain strict confidentiality.
- Maintain and update database systems, including the Housing Management system
- Undergo training as necessary to maintain high quality standards of work
- Undertake such duties as may reasonably be expected within the scope and grading of the post.

Person Specification Requirements (required to be selected for interview):

Assistant Housing Officer	Essential (E) /Desirable (D)
Education at GCSE level or equivalent in Maths and English.	(E)
Experience of working in a similar role within the Social Housing sector (must be a Housing Association or Local Authority and a minimum of 2 years).	(E)
Up to date knowledge of current housing issues and Housing Legislation.	(D)
Computer literacy skills – including operational use of Word and Excel.	(E)
Experience of operating housing management IT software packages.	(E)
Good verbal and written communication skills.	(E)
Ability to plan and prioritise workload and work with minimum supervision and to deadlines.	(E)
Experience of working to performance targets.	(D)
Ability to work effectively as a team member.	(E)
Full Driving License.	(E)

E= Essential

D= Desirable