

Job Title: Housing Assistant – Customer Support & Information

- Empty Homes
- Income Collection
- Neighbourhoods

Grade: 6

Job Family: Operational and Community

Responsible to: Team Leader

Responsible for: None

Evaluated by Grading Panel: 7 December 2017

Version: 4

PURPOSE

As a proactive Housing Assistant the post holder will support the Team Leader and deliver the operational duties of their service/business area. The postholder will work with colleagues across the organisation in line with KNH's core behaviours and values and contribute to the delivery of the organisation's purpose, vision and objectives, ensuring positive outcomes for the business and KNH customers.

A key component of the role will be to directly contribute to delivering high performance and continuous improvement within the service/business area in line with KNH's Service Plans, Medium Term Financial Plan, the joint Delivery Plan and Kirklees Council's key objectives to deliver a customer focused service.

There are a number of functions within the Neighbourhoods' Directorate, and the different roles will include; Neighbourhood Management, Income Management, Customer Support, Empty Homes, Older Persons Support, Targeted Support, Environmental Support, Partnerships and Tenant Involvement. All Housing Assistants will be required to deputise for other Housing Assistants as and when required.

Housing Assistants will contribute to the delivery of a customer focused holistic Housing Management Service through providing support to customers by dealing with customer enquiries, face to face, over the telephone or by email/webchat, resolving issues at first point of contact where possible, signposting customers for advice and action where necessary. Housing Assistants will provide appropriate business support, maintaining and monitoring information using various procedures and systems to ensure successful income collection, efficient turnaround of properties, appropriate letting and subsequent tenancy management.

ROLE DUTIES AND RESPONSIBILITIES

Specific objectives and deliverables will be agreed as part of your annual performance and development review (PDR) process. An accompanying context sheet has been developed to provide specific detail for the roles of :-

Housing Assistant – Neighbourhoods	Housing Assistant – Income Collection	Housing Assistant – Empty Homes	Housing Assistant – Customer Support &Information
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The points below are a summary of your main duties and responsibilities:

- › Use IT systems to monitor and maintain information, such as adverts, customer contact details, void and lettings information, recording information in an accurate and timely manner.
- › Provide business support using a variety of systems and procedures, such as typing, data inputting, minutes or spreadsheet monitoring, SAP ordering.
- › Provide support to customers by dealing with customer enquiries through a number of different methods including face to face, over the telephone or by email/web chat, resolving issues at first point of contact where possible.
- › Use a range of customer service skills in order to provide a professional, accurate, timely, ethical and non-judgemental front line service which meets the needs of a diverse range of customers and stakeholders.
- › Sign post customers to partner agencies or refer to teams within KNH to ensure effective support is provided.
- › Prepare documentation and information to support assessments, court action and reports.
- › Work in partnership to ensure that empty properties are advertised, repaired and allocated in accordance with quality and performance standards, ensuring that rent loss is minimised, tenancies are sustainable and a high level of customer satisfaction is achieved.
- › Work collaboratively with your Team Leader, Housing Officers and other Housing Assistants to monitor, analyse and deliver improvements across all relevant performance indicator areas in order to increase customer satisfaction.
- › Prepare professional and clearly written communications to colleagues, partners and customers.
- › Participate in team service reviews and service planning as required and ensure any arising individual actions are implemented.
- › Be a proactive and supportive team player and actively assist others to adapt and cope with change.
- › Contribute when required to the development of policies and processes across the organisation to ensure that high quality consistent services are delivered.
- › Act as an ambassador and a positive role model through the promotion of KNH's purpose, vision, behaviours, achievements and successes.

DECISION MAKING

- › Organise and prioritise own workload, responding to customer demands alongside planned work.
- › Seek advice when they are unable to answer queries or provide solutions within KNH policies or procedures.
- › To make effective decision making to meet individual businesses objectives in line with delegated authority levels, Financial Procedures Rules (FPR's) and Contract Procedure Rules (CPR's).

CUSTOMER SERVICE AND BUSINESS RELATIONSHIPS

- › Proactively contribute to the achievement of operational effectiveness and service excellence by providing an efficient, professional and customer focused service to all customers of KNH.
- › Develop and maintain relationships across a broad range of internal and external stakeholders including colleagues, partners and customers.

FINANCIAL MANAGEMENT AND PROCUREMENT

- › No specific budget – however delegated access may be issued, to enable ordering using the SAP system
- › Operation of systems such as petty cash, B&Q decorating cards and purchasing card reconciliation may be required.
- › Support the Team Leader and Housing Officers to ensure the performance, overall quality, cost effectiveness and value for money of your business/service area(s).
- › Contribute as required to developing new products and services which contribute to the financial viability and sustainability of the organisation.

LEGAL, RISK AND COMPLIANCE

- › Provide relevant information to ensure that all claims made against KNH are dealt with in an appropriate and timely manner and within the legal timescales. Liaise with internal agencies, external agencies, partners, external contractors, our customers, members of the legal profession as appropriate to secure any information needed. Interrogate records and assimilate data as necessary.
- › Ensure all individual operational activity is in line with the KNH Health and Safety Policy and associated legislation.
- › Ensure all individual operational activity is in line with guidance on the recoding and reporting of concerns in the KNH Safeguarding Policy.
- › Ensure all individual operational service delivery is in line with agreed policies and guidance
- › Conduct fire safety checks (this will include a basic visual inspection, arranging the removal obstructions/hazards and reporting any issues or defects) as requested and report any areas of concern ensuring that any defects are addressed and completed in line with KNH's Fire Safety procedures

CORPORATE RESPONSIBILITIES AND ACCOUNTABILITIES

- › Be an active team player and develop strong, supportive relationships with all work colleagues in the spirit of 'Working With' principles.
- › Actively promote and be committed to delivering KNH's Purpose, Vision, Corporate Values and Behaviours.
- › Deliver good working practices in line with KNH's Health and Safety and Equality and Diversity policies.
- › Comply with the confidentiality and information security policies at all times. Maintain accurate information systems in line with service requirements.
- › Actively participate in contributing to the development of innovative solutions to improve services within the organisation.
- › Actively participate in a range of internal and external meetings/briefings, events, working groups that will enhance service delivery and the profile of the business.
- › Proactively participate in the identification of personal learning and development requirements and attend training courses, seminars, conferences and work shadowing in line with agreed Personal Development Reviews (PDR's).
- › Fulfil any other duties commensurate with the grade and falling within the scope of the post as may be reasonably required.

SUPERVISION AND GUIDANCE

The post holder will receive supervision and guidance from the **Team Leader**.

EQUALITY & DIVERSITY

If you feel that any of the above requirements found in the job description cause a specific barrier due to equality or diversity issues you must inform the KNH Human Resources Department so this can be addressed.

KNH aims to advance Equal Opportunities and requires its employees to carry out its policies concerning the above both in terms of employment and as a provider of services in line with the Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017.

PERSON SPECIFICATION

Post Title: Housing Assistant

Grade:

RELEVANT EXPERIENCE

Key: A/F = Application Form, I = Interview, T = Test Essential = (E) Desirable= (D)

Criteria	Relevance (E or D)	Assessment Tool		
		A/F	I	T
<u>Education/Qualifications</u>				
GCSE (or equivalent) Grade 4 (C) or above in English & Maths or equivalent	E	X		
CIH Level 2	D	X		
<u>Experience</u>				
› Excellent written and verbal communication with the ability to interact effectively and sensitively, in person, via the telephone and in writing with a range of stakeholders, internal and external	E	X	X	X
› Skill and ability to work with partner organisation to achieve common goals	E	X	X	
› Previous experience of data input and maintenance of databases and/or Contact Management Systems	E	X	X	
› Literacy and numeracy to a standard required to maintain accurate records and write high quality communications	E	X	X	
› A good level of computer literacy to interrogate various software packages	E	X	X	
› Knowledge of Health and Safety, Equality and Diversity, Safeguarding legislation in relation to the role	E	X	X	
› Able to work flexibly and be responsive to change in order to improve performance	E	X	X	
› Good team working skills with the ability to work effectively as part of a team coupled with the ability to work on one's own to achieve results	E	X	X	

<p><u>KNH BEHAVIOURS</u></p> <p>Progressive > Able to demonstrate ability to engage in the development and implementation of innovative ideas to improve the service or way of working</p> <p>Engaged > Able to demonstrate that they are passionate about their work and what KNH is trying to achieve</p> <p>Respectful > Treats people as individuals with courtesy, kindness and empathy and takes into account cultural sensitivities.</p> <p>Customer Focused > Able to demonstrate delivery of excellent customer service within a customer focused environment</p> <p>Honest > Proven track record of being transparent and open</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	<p>X</p> <p>X</p> <p>X</p> <p>X</p> <p>X</p>	
<p><u>Other Requirements</u></p> <p>> Ability to travel around the borough</p> <p>> Willingness to undertake training courses relevant to the post</p> <p>> Willingness to work outside normal office hours should the situation arise (evening meetings, emergency call outs)</p>	<p>E</p> <p>E</p> <p>E</p>	<p>X</p> <p>X</p> <p>X</p>	<p></p> <p>X</p> <p>X</p>	

This post may require a Disclosure and Barring Service Check (DBS) and any appointment to the post may be subject to the candidate having an acceptable DBS check. HR will confirm whether this is applicable to the post.

This job description and person specification reflects the present requirements of the post. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the Line Manager, the post holder and Human Resources.

Signature of Post Holder:

Date:

