

JOB DESCRIPTION

Job Title:	Housing Assistant (Generic Team)
Grade:	6
Overall responsible to:	The Director
Day-to-day responsible to:	The Housing Services Manager through the Housing Officer
Responsible for:	Contributing to the efficient and effective running of the Housing Services Section to ensure the provision of a high-quality housing service.

1. Allocations/Voids, Abandoned Properties/Tenancy Changes

- 1.1 Process applications for housing and internal transfers.
- 1.2 Provide advice to applicants regarding their prospects, position in queues and so on through the housing appointment system and when necessary, provide written advice.
- 1.3 Work with the other Housing Assistants to keep waiting lists updated.
- 1.4 Deal with tenancy terminations including completion of relevant forms and updating relevant register and carry out the necessary related processes including issuing tenant with written confirmation of end of tenancy date and details of any final rent payments due.
- 1.5 Carry out home visits to housing applicants.
- 1.6 Carry out viewings of empty or soon to be empty properties with prospective tenants.
- 1.7 Arrange for the completion of Membership Application Forms to be passed to the Housing Officer to process.
- 1.8 Sign up new tenants, advise on all aspects of the tenancy.
- 1.9 Carry out settling in visits to tenants.
- 1.10 Assist with the management of abandonments as per the Policy. Identify suspected abandonments and carry out necessary checks before referring the cases to the Housing Officer for further action.

- 1.11 Issue appropriate forms for succession to tenancy, permission to reside and mutual exchange requests. Check and verify information provided and pass to the Housing Officer for action.

2. Neighbourhood Management/Anti Social

- 2.1 Assist with the provision of an effective neighbourhood management service by:
- 2.2 Assisting with the implementation of the Neighbourhood Management Policy and Strategy/Action Plan.
- 2.3 Conducting monthly walkabouts of the patch as a minimum, taking note of any issues, problems and taking appropriate action
- 2.4 Generally taking the opportunity to look at the area when out and about on other duties. Taking note of any issues/problems identified and taking appropriate action.
- 2.5 Keeping the Housing Officer up to date with any neighbourhood management issues and action taken. As a minimum for routine or less serious issues weekly reports should be given to the Housing Officer. For more serious issues these should be reported as and when identified.

The feedback received will be the basis for the Housing Officer's monthly Neighbourhood Management Reports.

- 2.6 Identifying those tenants in breach of their tenancy obligations and taking appropriate action as per the relevant policy.
- 2.7 Carrying out garden inspections weekly.
- 2.8 Carrying out post inspections of the garden assistance/ground maintenance service as directed by the Housing Officer and reporting findings of inspections to the Housing Officer
- 2.9 Assist with gathering information in relation to anti-social issues including requesting Police reports.
- 2.10 Assist Housing Officer with implementation of programme of annual housing inspections.

3. Repairs and Maintenance

- 3.1 Deal with general repairs and maintenance enquiries where appropriate.

4. Reports/Information and Statistics

- 4.1 Provide written reports on all relevant matters detailing current position, problems (if any), possible solutions, and recommendations.
- 4.2 Contribute to the production of information leaflets, booklets, and newsletters.
- 4.3 Provide statistics on related matters as and when required.

5. General

- 5.1 Deal with callers to the office, telephone enquiries and letters.
- 5.2 Carry out generic admin tasks as required by the demands of the role.
- 5.3 Liaising with tenants to arrange access as required.
- 5.4 Keep filing systems up to date.
- 5.5 Comply with the requirements of the Data Protection Act
- 5.6 Act in accordance with Rosehill's Diversity Policy.
- 5.7 Attend training courses, seminars and conferences when required.

This job description is a general guide to the tasks to be fulfilled. However, it should be noted that the post holder requires to agree work priorities and tasks to be completed on a regular basis with their Supervisor/Line Manager. This will enable the employee's section and the organisation to fulfil its objectives.

All tasks must be carried out in accordance with Rosehill's Diversity Policy.