**Yorkhill Housing Association Ltd Job Description: Housing Assistant**

**EVH Grade 6**

This description is indicative of the nature and level of responsibilities associated with this role. It is not exhaustive, and the job holder will be required to undertake other duties such as the general administrative duties relating to the position and responsibilities commensurate with the grade.

The nature of the position and of the organisation means that although the job is primarily 9am to 5pm, Monday to Friday, there will be an element of some evening and weekend work from time to time. Hours worked in these circumstances are normally remunerated by time off in lieu.

# Post Objectives

## To provide practical and administrative support to the Housing Management Team as required to assist the Association meet its legal and regulatory obligations.

## To provide friendly and professional customer service to tenants, residents, and other customers of the Association.

# Accountability

## The postholder is accountable to the Housing & Factoring Manager.

# Specific Duties and Responsibilities

## Allocations

The Housing Assistant will support the Housing Management team by assisting in the management of void properties, and the allocation to new tenants.

Duties will include:

* Assisting with the logging and pointing of new housing application forms.
* Assisting with the allocations selection process, including preparation of offer letters and viewing appointments. Carrying out viewings of empty properties may be required.
* Assisting with the creation of signup paperwork, and completing the signup process for new tenants.
* Liaising with the Property Services Team to ensure efficient turnover of void properties.

## Rent Management

The Housing Assistant will assist the Housing Management Team to carry out its duties in relation to rents.

Duties will include:

## Contact customers via telephone, email, or face-to-face in the office to discuss rent accounts and arrears balances.

## Making arrangements for current and former tenant arrears, and recharge repairs.

## Assisting with preparation of letters – including pre-action requirement letters.

## Anti Social Behaviour

The Housing Assistant will assist the Housing Management Team to investigate incidents of Anti-Social Behaviour or neighbour dispute.

Duties will include:

* + - Receiving reports of anti-social behaviour via telephone, email, and face-to-face in the office, and recording these appropriately on our IT system.
    - Assisting the Housing Officer in contacting witnesses and relevant parties to obtain sufficient information to complete the ASB investigation.
    - Ensuring the IT system is kept up to date with contacts, letters, and activities relating to ASB.

## General Administration

The Housing Assistant will support the Housing Management Team to ensure effective administrative support is provided.

Duties will include:

* Inclusion in a reception cover rota when required
* Attendance at meetings to record minutes as required
* Cash handling or payment recording as required

## Complaints Handling Procedure

The Housing Assistant will assist the processing of complaints in line with the Association’s Complaints Handling Procedure.

Duties will include:

* Acknowledging complaints when received
* Resolving stage 1 complaints at the front line where possible
* Liaising with managers and other teams where appropriate to ensure complaint resolution

## Other duties

* Any other duties commensurate with grade.