



**Housing Assistant – Supported Housing Department**

**Department:** Supported Housing

**Reports to:** Team leader (Repairs and Maintenance)

**Direct Reports:** None

**Main purpose of the Job/Summary of Role**

- To contribute to the efficient and effective administration of the Supported Housing Department.
- To work closely with the Tenancy and Income Management Officers and the Housing Management Team in order to deliver an excellent service to Outward’s residents.
- Work as part of the Housing team to ensure a seamless service is provided across the income, housing management and maintenance functions of the department.

**Duties:**

- To liaise effectively with internal departments, landlords, and external agencies in relation to Housing Management matters.
- Carry out administrative tasks as directed by the Housing Management Team and the Senior Management Team and undertake or assist with other duties in the wider Housing Team where required.
- To work in a professional manner at all times, particularly in relation to; telephone communication, personal callers, correspondence and complaints ensuring that customer queries are dealt with or passed to the relevant staff member as soon as possible.
- To comply with all statutory rules and regulations, in particular with regard to issues of tenure and health and safety.
- Contribute to achieving the department’s performance targets.
- Ensure all relevant databases, for example, fire risk assessment, supplier payments, contractor repairs, anti-social behaviour, property inspections and contracts are maintained and that the processes in place for reviewing contracts on expiry are adhered to.
- Cover for other members of the Housing team when any person is away from the office.
- Maintain appropriate records and administrative systems in relation to this role and prepare reports as and when required.
- To occasionally produce minutes of housing team meetings.
- Undertake other housing management tasks as requested by the housing management team.
- First point of contact for housing related queries from staff and tenants.

**Specific Responsibilities:**

- Financial; process invoices and purchase orders via IPOS, handle all payment queries to or from contractors and work with the Newlon Finance Team to resolve invoice queries.
- Call Handling; contribute to the management of all incoming call traffic including incoming calls into the maintenance line.
- Utilities/Validation Reports; manage the data from Monarch and other utility suppliers and enter that information onto electronic records to ensure that invoices are paid on time and that a scheme by scheme breakdown for all payments for gas, electricity and water is maintained.
- Email Traffic; manage the email traffic into the ‘Housing Outward’ generic address and pass the mail where relevant to the specific member of staff who would need to deal with the matter.
- Reporting and Data Collection; collate information/statistics on a variety of housing department operations, including; void records, tenancy terminations, tenancy sign ups and re-lets, fire risk assessment data, anti-social behaviour cases and SHIP returns to landlords.

- Manage and log void properties, instructing contractors on the CRM database
- Assist the Supported Housing Manager with collating and analysing performance information and KPI's
- Updating progress of works in regards to fire safety and management of the FRA programme.
- Preparing notice and legal documents for the Supported Housing Manager and wider tenancy management team.
- Maintenance; work with other team members to process all repairs and maintenance reported by Outward tenants, or their support staff identifying the issue as either an in-house matter (caretaker service) or landlord repair, and action by logging onto the appropriate database or IT system. In addition, liaise with the tenant, support staff and landlord as required during the repair period, particularly where the repair is complex.
- Maintenance given to contractors; place orders via IPOS with the appropriate listed contractors for tasks such as: white goods, repairs and pest control. Goods receipt after checking the work has been done/goods installed.
- Customer Satisfaction; carry out customer satisfaction calls/communications to a percentage of tenants in order to monitor our level of effectiveness in dealing with maintenance (and other matters where appropriate) in a timely and efficient manner.
- Post; collect and deal with the daily post for the supported housing department.
- Housekeeping; keep the office environment tidy, order all stationary and assist with ad hoc matters such as organising paper and electronic files, labelling property keys and organising the key cabinet.

**Scope/Additional Responsibilities**

- Promote and implement the Outward Equal Opportunities Policy in all aspects of the post holder's work and dealings with outside bodies.
- Participate in regular supervision and annual appraisal, and contribute to identifying your own job related development and training needs.
- Attend training courses, conferences and meetings as required and be available to attend occasional evening and weekend meetings.
- To work responsibly and appropriately with due regard to confidentiality, data protection, health and safety and Outward's Code of Conduct.
- Undertake any other duties commensurate with the general level of responsibility of the post as required.

## Person Specification

### Housing Assistant – Supported Housing Department

| Criteria               | Essential  |
|------------------------|--|
| Skills                 | <ul style="list-style-type: none"> <li>• Ability to build and maintain positive working relationships with a range of internal and external partners.</li> <li>• A demonstrably high level of literacy and numeracy skills.</li> <li>• The ability to assimilate and interpret complex information.</li> <li>• Ability to write clearly and concisely and good numeracy.</li> <li>• Ability to plan and organise own workload in order to meet targets and deadlines and manage these where they conflict.</li> <li>• Ability to maintain electronic records, spreadsheets and databases</li> <li>• Ability to use initiative and suggest changes in working practices to increase team efficiency</li> <li>• Possess a professional telephone manner in dealing with incoming and outgoing calls to Outward staff, tenants, other landlords and contractors.</li> <li>• Ability to collate information and statistics that contribute to the creation of performance reports.</li> <li>• Ability to deal directly with tenants and contractors in sometimes complex and emotive situations</li> <li>• Ability to meet targets and deadlines and how to manage these when they conflict</li> </ul> |
| Knowledge & Experience | <ul style="list-style-type: none"> <li>• Proficiency in using a range of IT systems and software such as Microsoft Office and Outlook.</li> <li>• Experience of working with financial software such as IPOS or the ability to learn.</li> <li>• A good understanding of customer service and experience of working in a customer focussed environment.</li> </ul>   |
| Other                  | <ul style="list-style-type: none"> <li>• Understanding of and commitment to equality and diversity.</li> <li>• The ability to work both as part of a team and independently.</li> <li>• A commitment to excellence and the pursuit of continuous improvement.</li> </ul>   |
|                        | <b>Desirable</b>   |
|                        | <ul style="list-style-type: none"> <li>• Experience of working in a supported housing or adult social care environment</li> <li>• Experience of working in a busy administration department</li> </ul>   |