

ROLE DESCRIPTION: Housing Assistant - Salary £27,279 per annum

Reports to: Housing Services Manager

Responsible for: N/A

Role purpose:

The role is as a member of the operations service delivery team. It will hold responsibility for:

- Providing high quality administration duties;
- Working as part of a flexible, integrated service delivery team to deliver high quality services;
- Working with colleagues to achieve performance and quality targets;
- Demonstrating the values and desired behaviours of IDS;

Key responsibilities:

- To ensure that resident queries are answered at first point of contact in 80% of cases, notes are kept of key interactions and computer systems are updated appropriately;
- To assist in the delivery of the operational management across the services which will include, not exclusively:
 - Be first contact by telephone, email and reception for residents and visitors;
 - Open and sort incoming post and franking outgoing post
 - Arrange meetings including sending invitations, taking notes, arranging venues and catering, arranging transport;
 - Coordinate complaints reports and responses
 - Updating the housing management system relating to payments, benefit, Direct Debits, charges, tenancies, repairs and general note taking;
 - Creating mail merges, producing and sending documents
 - Input and maintain internal waiting lists for residents and prospective residents seeking housing;
 - Request and secure suitable nominations from local authorities for void properties where applicable;
 - Make offers of accommodation in accordance with IDS policy;
 - Invite and arrange appointments for viewing void properties to prospective residents with the Estate Manager;
 - Update the Housing Management system with new tenancies and profiling information;
 - Complete CORE returns for all new rented lets and shared ownership properties;
 - Record and maintain the Mutual Exchange register;
 - Raise payment requests on IPOS for council tax invoices and any other housing invoices where required;
 - Being flexible within the wider teams to help ensure a reliable service is offered to residents according to business needs;
 - Taking appropriate care of personal data necessary for the completion of the above duties.

- To operate computer equipment (including housing management system Civica Cx, bespoke packages such as Cx Feedback and IPOS, Outlook, and a general good level of IT user capability;
- To work flexibly between sites as and when required and to report defects or health and safety concerns to help ensure the safety of tenants, visitors and colleagues;
- To update the phone systems with bespoke messaging and out of hours as appropriate
- To liaise with tenants, contractors and other agencies as requested.

Additional Information

1. To always promote the values of IDS and demonstrate a high level of commitment to diversity and inclusion.
2. To ensure the principle of confidentiality and the requirements of the Data Protection Act and GDPR are fully applied to the work of IDS.
3. To actively promote Health and Safety in all aspects of your duties relating to colleagues, customers, contractors/ consultants, and external agencies.
4. To be aware of risk in the area of business for which the role holder is responsible and to report any risk to the appropriate person in accordance with risk management.

Please note

This is the description of the job as it is constituted at the date shown. It cannot cover every issue or task that may arise within the post at various times and the postholder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

IDS reserves the right to periodically review the job profiles in line with strategic organisational aims. This will be conducted by the appropriate line manager in consultation with the postholder with aim of reaching agreement where possible.

Any job description provided to you by the organisation will not form part of your contract of employment unless specified otherwise.

Values

The Industrial Dwellings Society have identified 3 key behaviours and values which should be demonstrated by all IDS employees.

Trust acting as **One Team** being **Agile**

PERSON SPECIFICATION: Housing Assistant	
Essential	Desirable
<ul style="list-style-type: none"> • Working within a similar role and delivering excellent customer services; • Working with computer systems and equipment; • A working knowledge of Health and Safety processes in the office environment; • Working within a collaborative team environment to deliver sustainment solutions; • Working within a mobile, digitally enabled environment; • Confident in communicating with customers. 	