

HILLHEAD HOUSING ASSOCIATION 2000

JOB DESCRIPTION - POST OF HOUSING ASSISTANT - GRADE 6

1. OBJECTIVES OF THE POST

- 1.1 To assist the Housing Management Team in all routine housing management tasks.
- 1.2 To assist in the maximisation of rental income
- 1.3 To provide advice and assistance to members of the public and existing tenants seeking accommodation or other information from the Association about housing options.
- 1.4 To assist with reception duties as and when required.
- 1.5 To assist the Head of Housing Services in setting up, maintaining, checking, monitoring and providing statistical information from spreadsheets and from computerised housing management system(s)

2. ACCOUNTABILITY

The Housing Assistant is accountable directly to the Head of Housing Services.

3. DUTIES

Rent Accounting

- 3.1.1 Providing back up to the Finance Officer as required in:
 - Inputting and amending other information held on the computerised rent accounting system including adjustments, rent increases, service charges etc.
- 3.1.2 Providing advice and support to tenants on all payment methods available. Ordering Allpay cards, setting up and amending direct debits.
- 3.1.3 Undertaking arrears actions (ideally weekly) as per arrears policy for all cases up to a defined balance.
- 3.1.4 Assisting the Housing Officers in dealing with tenants' rent accounts and housing benefit enquiries, sending standard letters as instructed by Housing Officers for cases over a defined balance.
- 3.1.5 Monitoring the UC portal daily and responding to all requests including rent verifications.

- 3.1.5 Requesting APA's and Third Party Deductions for Universal Credit cases.
- 3.1.6 Monitoring DHP cases and ensuring claims are made or renewed timeously.
- 3.1.7 Assisting with the annual rent review, ensuring all new rents are accurate and that tenants are notified in line with legislation.
- 3.1.8 Pursuing former tenant arrears in line with policy and best practice. Recommending cases for write-off where appropriate.
- 3.1.9 Regularly reviewing former and current tenant credit balances and taking appropriate action.
- 3.1.10 Promoting tenants' contents insurance scheme.
- 3.1.11 Assisting in promoting benefits take-up including assisting tenants to complete application forms.
- 3.1.12 Regularly reviewing sales ledger (recharge) balances and recommending cases for write-off where appropriate.

Allocations

- 3.2.1 Assessing and pointing housing application forms and inputting data onto the computerised housing list(s).
- 3.2.2 Referring any applications for the possible award of medical/social/support points and special case/management status, to the Head of Housing Services for consideration.
- 3.2.3 Managing suspended applications in line with Allocations policy and statutory requirements.
- 3.2.4 Undertaking accompanied pre and post allocation visits.
- 3.2.5 Participating in the tenancy selection process with other members of the Housing Management Team.
- 3.2.6 Carrying out monthly anniversary reviews of the housing list.
- 3.2.7 Liaising with the local council and local voluntary agencies with regard to nomination requests and homelessness referrals in line with agreed protocols.
- 3.2.8 Carrying out housing prospects interviews with applicants and providing accurate and realistic information about rehousing.
- 3.2.9 Compiling and collating tenancy sign-up packs.

- 3.2.10 Maintaining records and monitoring progress of types of let against the Association's annual Lettings Plan.
- 3.2.11 Requesting tenancy references on applicants from other landlords.
- 3.2.12 Carrying out settling in visits to new tenants within defined timescales.
- 3.2.13 Managing the Association's 'Homeswapper' account, actioning any tasks as required.

Estate / Tenancy Management

- 3.3.1 Liaising with Estates Co-ordinator who conducts estate management inspections of common closes and communal outdoor spaces to take initial follow up action either with contractors or residents as appropriate.
- 3.3.2 Liaising with Estates Co-ordinator who conducts estate management inspections of private gardens to take initial follow up action with residents.
- 3.3.3 Assisting Housing Officers in matters relating to tenancy management including neighbour disputes.
- 3.3.4 Assisting the Housing Officers in ensuring tenants comply with tenancy conditions.
- 3.3.5 Starting and ending all tenancies accurately on the housing management system.
- 3.3.6 Ensuring that electronic and paper house files are GDPR compliant at all times and managing the tenancy change process.
- 3.3.7 Processing other tenancy changes (e.g. joint to sole, assignments) on the housing management and filing systems.
- 3.3.5 Such other Estate duties as may from time to time be required by the Head of Housing Services.

Development

3.4.1 Assisting with arrangements for the decanting/temporary rehousing of tenants where required.

3.4.2 Processing home-loss and disturbance payments to tenants.

4.0 GENERAL

4.1 Carrying out routine clerical and administrative tasks, covered by operational guidelines, e.g. issuing of offer letters, visit notifications etc.

4.2 Maintaining statistical records to allow for accurate reporting to Committee, SHR and benchmarking groups across all Housing Management functions.

4.3 Providing administrative support to the Customer Care Group and other tenant engagement initiatives as required.

4.4 Assisting to increase the use of digital technologies across all Housing Management functions.

4.5 Undergoing training and attending training courses as required

4.6 Attending Housing Management Team Meetings

4.7 Carrying out any other duties as may from time to time be required by the Head of Housing Services.