

Job Title:	Housing Assistant
Team/Service:	Asset Management & Housing
Responsible To:	Housing Manager
Salary/Grade:	Grade E

## 1. Key Purpose of Job

- 1.1. To work collaboratively with colleagues in the delivery of a high-quality housing management service that meets the identified needs of customers and the wider community in line with TorVista Homes business plan.
- 1.2. Provide assistance managing a portfolio of properties, schemes and estate to the highest possible standard, in accordance with the policies and practices of TorVista Homes.
- 1.3. To build and sustain resilience among our tenants and communities, thereby safeguarding our tenants, homes and communities.
- 1.4. To provide assistance in general housing management matters which could include tenancy and estate management, lettings, rent arrears and tenant involvement.

## 2. Anticipated Outcomes of Post

- 2.1. Deliver a high-quality housing management service that meets the needs and expectations of current and future tenants and the wider community in line with TorVista Homes business plan.

## 3. Key Duties and accountabilities of the post

- 3.1. Provide a high-quality tenancy service providing advice and support to manage tenancies including rent arrears advice, successions, mutual exchanges, joint to sole/sole to joint applications and all related issues. Accurately record and monitor these requests

- 3.2. Be aware of signs and risks associated with domestic abuse, child protection, public protection and protection of vulnerable adults. Escalate concerns where appropriate.
- 3.3. Proactively manage rent accounts ensuring income maximisation.
- 3.4. Working with tenants and communities to develop solutions to tenancy and estate matters which build tenants and communities resilience and independence, enabling the tenants to manage their home
- 3.5. Working with the Housing Manager to deal quickly and decisively with all forms of tenancy breaches, working with tenants to address the matter, agreeing action plans and where required taking legal action to enforce the tenancy.
- 3.6. Provide general administrative duties to the Housing Manager as required.
- 3.7. Carrying out follow up tenancy support after sign up – new tenant visits and routine property inspection visits.
- 3.8. Carry out TorVista Homes procedures relating to nuisance and anti-social behaviour, including attending Court when necessary. This will involve active recording of incidents and following TorVista's procedures.
- 3.9. Assist in the collection of rent arrears and letting homes as required in liaison with the Finance and Facilities Management (FM) and Property Services (PS) Teams
- 3.10. Provide housing advice to tenants, including possible welfare benefits entitlement and encourage appropriate claims, in particular Housing Benefit, Pension Credit and Disability Allowances.
- 3.11. Assist the Housing Manager to achieve Board set targets for void times and void costs.
- 3.12. Process paperwork and inspect void and imminent void properties as directed. Liaise with FM and PS Team to arrange necessary work to make the properties available for re-letting as soon as possible.
- 3.13. Work with the Housing Manager to undertake site inspections at an agreed frequency complying with procedures and ensuring all identified works are reported and undertaken. Record and monitor outcomes of these inspections and taking steps to resolve issues.
- 3.14. Update and maintain all manual and computerised records in an accurate and timely manner to ensure compliance with the Group's Management and Data Protection policies.
- 3.15. Establish, develop and maintain effective working relationships with all work colleagues, contractors and partnering agencies.
- 3.16. Maintain an up-to-date working knowledge of landlord and tenant, housing and welfare legislation and the welfare benefits system. Maintain up to date, clear records and statistics in relation to all duties including computer records.
- 3.17. Contribute to the formulation and review of TorVista's Housing Management policies and procedures.
- 3.18. Observe and comply with policies and procedures for Health and Safety at Work, data protection and observe and continually promote equal opportunities and customer care in compliance with organisational aims and objectives.
- 3.19. Participate in learning and development activities that develop personal effectiveness

and assist in improving performance in the role.

- 3.20. Undertake other duties as may reasonably be required in line with the level of responsibility of the post and in order to meet the changing needs of the organisation.

#### 4. Budgetary / Financial Responsibilities of the post

- 4.1. None.

#### 5. Supervision / Line Management Responsibilities of the post

- 5.1. None.

#### 6. Working Environment & Conditions of the post

- 6.1. A combination of office/home location and tenant/estate visits. Regular face to face interactions with tenants.

#### 7. Physical Demands of the post

- 7.1. None.

#### 8. Other Duties

- 11.1 To undertake additional duties as required, commensurate with the level of the job.

## Person Specification

<b>Job Title:</b> Housing Assistant	<b>Team:</b> Asset Management & Housing
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<b>Essential Skills and Effectiveness:</b>	<b>Desirable Skills and Effectiveness:</b>
<ol style="list-style-type: none"> <li>1. Excellent communication skills</li> <li>2. Ability to prioritise workload and work under pressure</li> <li>3. Good negotiation and presentation skills</li> <li>4. Ability to work with challenging people and situations</li> <li>5. Able to listen actively and non-judgementally</li> <li>6. Judgement and decision-making skills</li> <li>7. Flexible and able to work on own and as part of a team</li> <li>8. Develop effective working relationships</li> <li>9. Able to manage challenging situations and a busy workload</li> <li>10. Self-motivated and able to work without close supervision</li> <li>11. Planning and organising workload</li> <li>12. Effective problem solver</li> <li>13. Basic health and safety awareness</li> <li>14. Ability to extract and interrogate data</li> </ol>	<ol style="list-style-type: none"> <li>1. Good working knowledge of Housing Benefit</li> <li>2. Experience of mediation and negotiation skills</li> <li>3. Knowledge of Choice Based Lettings</li> </ol>

<b>Essential Knowledge:</b>	<b>Desirable Knowledge:</b>
<ol style="list-style-type: none"> <li>1. Basic knowledge of Estate Management</li> <li>2. Service user involvement and consultation</li> <li>3. Knowledge of relevant regulations and good practice</li> <li>4. Good knowledge of Microsoft office packages</li> </ol>	<ol style="list-style-type: none"> <li>1. Housing good practice</li> <li>2. Knowledge of Housing Legislation</li> <li>3. Community work and initiatives</li> <li>4. Current social housing agenda</li> <li>5. Good up to date knowledge of social housing and law</li> </ol>

Essential Experience/Achievements:	Desirable Experience/Achievements:
<ol style="list-style-type: none"> <li>1. Proven experience of working to deadline and prioritising workloads</li> <li>2. Proven experience of working in a similar assistant/support type role</li> <li>3. Proven experience of analysing and diagnosing problems and implementing solutions</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of working with tenants, tenant organisations and external agencies</li> <li>2. Proven experience of working in a social housing environment</li> <li>3. Working for a social housing provider</li> <li>4. Strong record keeping</li> <li>5. Working to performance targets</li> <li>6. Experience of implementing policies and procedure</li> <li>7. Experience of using housing management software</li> </ol>

Essential Qualifications/Professional Memberships:	Desirable Qualifications/Professional Memberships:
<ol style="list-style-type: none"> <li>1. Literacy and numeracy equivalent to passes in GCSE English and Maths</li> <li>2. Full current driving license</li> </ol>	<ol style="list-style-type: none"> <li>1. CIH Housing Certificate or equivalent standard qualification</li> <li>2. Housing qualification (or willing to work towards)</li> <li>3. NVQ level 3 in relevant area</li> </ol>

Essential – Other requirements of the job role:
<ul style="list-style-type: none"> <li>• Ability to travel around Torbay/South West in order to carry out duties</li> <li>• Ability to accommodate unsociable hours</li> <li>• Ability to accommodate on-call working</li> <li>• Understanding of confidentiality and demonstrable ability to work with confidential information</li> <li>• Take an active interest in setting and promoting high standards of customer care</li> <li>• Punctual and reliable</li> <li>• Commitment to equality, diversity and inclusion</li> <li>• Continual Personal Development</li> <li>• Willingness to safely lone work outside of the office environment and in tenant’s homes</li> </ul>