



Job Title:	Housing Assistant	Post No:	2020/12
Department:	Housing Services	Grade:	5 (EVH – Grading guidelines attached)
Reporting to:	Housing Officers / Assistant Housing Officers on a day to day basis Housing Services Manager/Director/Management Committee	Date Reviewed:	December 2020

1. Job Summary / Overview

- Operating within a strong performance culture you will be expected to deliver excellent performance results.
- You will be empowered to deliver right 'first time' services, offering personalised solutions for your customers and the community.
- You will be instinctively customer focussed and have a can do attitude to ensure that our customers' experience of service is always positive.
- You will understand the importance and work with Pineview colleagues and partner agencies to achieve great outcomes.
- You will carry out your duties to ensure compliance with Pineview values, objectives, policies, procedures, priorities and key performance indicators
- As the Association operates in a changing environment flexibility by you and all staff is essential.
- Pineview is committed to Equality and Diversity and all your tasks / duties must be carried out in accordance with our Equality & Diversity Policy.

2. Values and Behaviours

Pineview Core Values are inherent in everything we do. These values are that we will be:

- Honest and Transparent
- Fair and Adaptable
- Polite and Approachable
- Positive and Considerate
- Knowledgeable and Listening

Behaviour statements are a way of explaining how we, as individuals, live the Pineview values.

Our Behaviours Framework has been developed in partnership with staff across the organisation and includes the following main headings:

- Communicating in an honest, open and transparent way.
- Embracing change
- Building great relationships
- Acting with courtesy and consideration
- Valuing everyone's contribution
- Delivering excellent service

3. Job Purpose – Main Objectives

This job description is a general guide to the basic tasks / duties which you are typically expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and commensurate with your salary grade may be expected. It should also be noted that you are required to agree work priorities and tasks to be completed on a regular basis with your Supervisor/Line Manager.

The main job objectives are as follows:

- To work with other front line based staff to provide customers with an excellent first point of contact service focusing on problem resolution and high levels of satisfaction.
- To assist Housing Services staff in the provision of effective, efficient and responsive services to the Association's customers, including, but not restricted to, existing tenants, former tenants, potential tenants and owner occupiers.
- To provide administrative and clerical support to the Housing Services Section.
- To maintain accurate records.
- To support in the collating of Housing Services data for Key Performance Indicators.
- To liaise effectively with all staff to maximise performance and enhance service delivery.
- To ensure that the Association provides an efficient, courteous, effective and responsive service to all customers in relation to all matters.
- To work in an efficient manner which delivers value for money for the Association and our customers.
- To ensure work undertaken adheres to statutory, common and contractual responsibilities.

4. Main Duties

4.1 General

- Provide customer care services to all customers and deal with callers to the office, telephone enquiries and mail.
- Provide reception duties and cover for the Finance & Corporate Services Senior Assistant when absent.

- This post will be primarily office based but on occasion will require out of office work.
- Assist in the implementation of the Association's equalities and diversity policy and any action plans as necessary.
- Identify and attend training courses, seminars and conferences as required, keeping up to date with legislation and best practise.
- Participate in the provision of information and advice to tenants, owners and other customers on a range of housing issues and Residents' Meetings etc.
- Contribute to the Association's newsletter, website, Facebook page, twitter feed and any other future resources in accordance with policy and procedures.
- Liaise effectively with staff internally & partner agencies in order to maximise performance and enhance service delivery.
- Assist in ensuring the Association's files and computerised records are kept up to date and maintained as confidential records and in accordance with the Data Protection Act and GDPR (The General Data Protection Regulation).
- Input and monitor data on the Association's computerised systems to ensure comprehensive, up to date and accurate information is available / provided in accordance with policy, procedures and regulatory compliance.
- Ensure requests for information, reports and statistics are responded to accurately and within agreed timescales.
- Carry out any other duties as may be deemed necessary by the Housing Officers, Assistant Housing Officers, Housing Services Manager and Director, commensurate with the Housing Assistant grade.

4.2 Tenant Participation in Service Delivery and Customer Satisfaction

- Assist in initiatives to ensure user feedback on the quality of service and act to improve levels of satisfaction in line with this feedback.
- Record, collate and prepare reports on statistical information in respect of Housing Services functions.
- Assist in the preparation and provision of information and advice to customers on a range of housing issues, including the newsletter, information leaflets, website, tenants' handbook and annual report, residents meetings, etc.
- Assist with the preparation, undertaking and follow up of Housing Services staff and participation meetings, such as customer forums, area meetings, close meetings etc. This includes the issue of minutes / agendas etc.

4.3 Estate & Tenancy Management

- Carry out administrative duties with regard to the implementation of the Association's estate and tenancy management policies and procedures.
- Ensure monthly meter readings for all communal meters taken, recorded and provided to relevant suppliers.
- Provide effective administrative support for the estate caretaking service e.g. ensure estate caretakers log books are updated, issues identified and actioned daily; efficient supplies ordering & monitoring; recording & scanning of completed forms /paperwork etc.
- Assist as required with the inspection of common areas and other external areas to ensure a high standard of estate management.
- Deal with residents' enquiries in respect of estate & tenancy management issues, prepare stair cleaning rotas or notices and issue as necessary.
- Liaise with other external agencies as required such as Community Safety Glasgow, Glasgow City Council departments (e.g. environmental task force, roads, cleansing) or Scottish Water to ensure effective service delivery within the area.
- Encourage tenants and residents to take out home contents insurance.

4.4 Repairs and Maintenance

- Ensure that day-to-day enquiries regarding reactive repairs, cyclical or planned maintenance works are processed in accordance with the Association's policies and procedures.
- Deal with new repair requests and raise works orders to contractors and customer confirmations, ensuring effective utilisation of the Association's IT systems.
- Process work orders in accordance with the Association's financial regulations and procedures.
- Deal competently with enquiries surrounding repairs and liaise with both customers and contractors to problem solve promptly and effectively.
- Identify and arrange pre and post inspections of repairs in accordance with targets, policy and procedures.
- Liaise with customers and contractors regarding repairs, access arrangements and timescales.
- Ensure that contractor completion times are updated on the computer system and that contractors are pursued where required.

- Ensure the effective administration and implementation of the right to repair scheme.
- Pursue tenants for completion of repairs satisfaction surveys and ensure collection of reactive and programmed feedback that will inform service improvement.
- Update and maintain the Association's IT systems and property records, ensuring comprehensive auditable information available at all times.
- Ensure that all files, including SDM, are kept fully updated at all times and provide the data necessary to control and validate performance.
- Ensure effective administration of the contractors framework and make sure all certificates, insurance etc. are current and in place.
- Maintain the Association's rechargeable repair system and pursue tenants for payment of monies due.
- Issue appropriate forms for improvements or alterations to property. Check and verify information provided as required.
- Carry out administrative duties relating to the planned and cyclical maintenance programmes (mail outs, production / distribution of information leaflets, tenant liaison or enquiries, updating records).
- Maintain records of invoices and check invoices against orders. Process all Housing Services related invoices in accordance with policy, procedures and regulations.
- Ensure that contractor invoices are received timeously and are pursued where required.
- Maintain gas servicing and associated records. Take appropriate action in accordance with the Association's Gas Servicing Procedures to achieve 100% compliance with gas servicing and safety requirements.
- Instruct follow up works where noted as required on the CP12 certificate.
- Ensure that SDM, the Association's computer system is updated on the completion of each service carried out and that the CP12 certificate and associated documents are attached to the property file.
- Identify and instruct jobs which require Gas Quality Assurance visits.
- Provide administrative support and advice to customers in respect of referrals / request for medical adaptations.
- Provide administrative support and advice to customers in respect of the factoring service.

4.5 Rent Accounting and Arrears Recovery

- Assist in the operation of the Association's computerised rent accounting system.
- Assist with the administrative tasks regarding tenants' rent accounts, timeously & accurately updating the computer system and pursuing recovery of arrears by letter, text and telephone calls.
- Explain rent and service charges and methods of payment to tenants.
- Initiate contact with tenants / owners in advance of payment dates.
- Deal with rent and housing benefit queries with Glasgow City Council, Universal Credit enquiries with the DWP and other agencies as required. Action associated administrative tasks.
- Monitor credit balances and arrange refunds as required.
- Provide administrative support for the Welfare Rights Service e.g. book appointments, complete client record sheets and update the Association's computer system.
- Assist in the collection of cash and credit / debit payments via reception, phone, and other means as approved.
- Set up direct debits on behalf of current tenants, former tenants and owners.
- Assist the Housing Officers / Assistant Housing Officers prepare paperwork for legal action and court if required.

4.6 Housing Register, Voids, Allocations and Tenancy Changes

- Assist with the administration, maintenance and updating of the Association's Housing Register.
- Deal with enquiries from applicants and potential applicants, providing advice and assistance to applicants to complete forms and following procedures as required to verify circumstances.
- Carry out verification and home visits to housing applicants as required.
- Provide administrative support regarding Glasgow City Council Section 5 referrals and any other agencies with which the Association has a referral procedure.
- Carry out administrative duties and provide advice for customers in respect of the allocation of void properties.

- Carry out administrative duties and provide advice to customers in respect of terminations of tenancy and void management.
- As required undertake accompanied viewings with applicants to properties due to become void and available for relet.
- Carry out signing up procedures and provide information to new tenants regarding rights and responsibilities under the Tenancy Agreement.
- As required assist with / carry out settling in visits and satisfaction surveys with new tenants.
- Carry out administrative duties and provide advice to customers in respect of abandoned properties.
- Carry out administrative duties and provide advice to customers in respect of succession to tenancy, permission to reside and mutual exchange requests.

5. Health and Safety Responsibilities

- Ensure compliance with all Pineview Housing Association health & safety policies, requirements & relevant legislation.
- Understand responsibilities as an employee under Health & Safety legislation.
- Ensure that all activities are discharged in a safe manner, minimising risk at all times.

6. Other Important Information

- Ensure compliance with all approved Pineview Housing Association policies, processes and procedures.
- Carry out any other tasks or duties reasonably required / appropriate to this post.
- It should be noted that this role is a generic position in delivering services to Pineview Housing Association's customers.
- Requirement to work out with normal business hours as determined by supervisor / manager / director / committee.
- With appropriate training and guidance, designated responsibilities may change in order to support the needs of the Association.
- All responsibilities will be commensurate with EVH grading guidelines (attached – Appendix 1)

Appendix 1: EVH Grading Guidelines 2005 - Revised 2016

Grade 5 (Points PA13 – PA 16) Senior Administrative Assistant

- At this level post-holders will be expected to successfully conclude business issues involving a wide range of people and situations.
- Post-holders will be expected to 'run' a given block of work on behalf of the organisation or a nominated 'boss'. Such posts will require acute awareness of how the work involved interacts with other activities within the organisation.
- Grade 5 staff will be familiar with the ongoing need for updating office / functional procedure in line with management / organisational developments.
- In gathering, storage, retrieval, interrogation and presentation of more complex data will feature frequently and there will be some expectations that post-holders at this level will analyse such information and offer conclusions as to its impact.
- Staff at Grade 5 will not receive detailed supervision on the bulk of their core tasks.
- Grade 5 staff will often be responsible for supervision of others and co-ordinating work deadlines and priorities of other less senior staff.
- Post-holders will typically be expected to have a wide range of external contacts in relation to the work they perform.
- Grade 5 staff will be expected to suggest solutions to administrative difficulties and to contribute to proposed procedural changes.
- Judgement will feature routinely in Grade 5 positions in determining which matters need to be referred to seniors and which do not.

Model Description for – Grade 5 Spinal Points PA13 – PA16

Expected Characteristics:

- With support and guidance, conclude business issues involving a range of people and situations.
- A given block of work activity will fall to the post-holder from the organisation or a nominated manager.
- Acute awareness of the purpose and importance of the work involved and its effect on other operational aspects of the organisation.

- Familiarity with routine updating of office / functional procedures in line with corporate guidance provided.
- Responsibility for gathering and presentation of operational data and ability to offer conclusions on this.
- Little supervision on the bulk of core tasks.
- Some responsibility for co-ordinating work deadlines and priorities of less senior staff.
- Wide range of external contacts will often feature in relation to the specific work performed.
- Suggest solutions to administrative difficulties encountered in the block of work involved.
- Elements of judgement will feature but in relation only to the identified role.

Expected level of technical/professional knowledge:

- Previous relevant experience will be essential
- Educational qualifications at secondary level or equivalent will be essential (solid work experience operating in posts at or around this level can compensate for the lack of formal qualifications).