



Job profile

Housing Solutions Assistant

Grade D, Salary £19,312 to £19,698

Group: Housing, Environment and Healthy Communities

Service: Housing Support

Location: Civic Centre

Line Manager: Housing Solutions & Support Manager/ Neighbourhood Relations Manager

Car User Status: Casual

Job Purpose

To act as a central point for customer enquiries and all referrals into Housing Support, including sign posting customers to the most appropriate team within the service to meet their needs. This includes Housing Options, Housing Support and Neighbourhood Relations.

To provide administrative support to meet the needs of Housing Support priorities including providing excellent customer service to customers, partners and colleagues.

The key roles of this post will include:

Customer Service:

- Act as a central point for all referrals into the service including customer self referrals, triaging them to the relevant team to action
- Respond to customer enquiries and complaints professionally, effectively and accurately, including via telephone, e-mail, website and face to face
- Respond to enquiries from partner agencies, councillors and colleagues, professionally, effectively and accurately, including via telephone, e-mail, website and face to face
- Process applications for supported housing, including monitoring availability of bed spaces available to the service
- Arrange multi-disciplinary meetings, team meetings and events, including room booking, arranging transport and catering, accurate note taking and diary management
- Undertake customer satisfaction surveys, collating feedback to inform learning and service development
- Provide general administrative assistance to the overall service including monitoring post, filing, photocopying and ordering stationery and stock for dispersed accommodation, and other relevant duties
- Process confidential, sensitive and personal data relating to vulnerable customers and service delivery in line with the Data Protection Act and GDPR regulations.
- Collate information from systems supporting the service to enable managers to monitor performance and service delivery
- Accurately update and maintain computer records and systems used by the service



- Adhere to role related risk assessments and report any hazards and non-compliance in the workplace where appropriate
Demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues, having an awareness of the organisations appropriate resources available to enhance access to services
- Administer invoices, requisitions, purchase orders. Travel passes, high street vouchers and petty cash

Criteria:

Essential	Desirable
Experience of; <ul style="list-style-type: none"> • Excellent communication skills • Good organisation and prioritising skills • Working in front line services • Ability to work on own initiative and as part of a team 	Experience of; <ul style="list-style-type: none"> • Working in a housing environment • Housing & homeless legislation • Working in partnership
Knowledge of; <ul style="list-style-type: none"> • ICT packages, including Microsoft Office 	Knowledge of; <ul style="list-style-type: none"> • Northgate, Abritas, Excel • Health and safety
Qualifications; <ul style="list-style-type: none"> • 5 GCSE's at grade C or above, including maths and English or equivalent relevant work experience 	Qualifications; <ul style="list-style-type: none"> • Housing related qualifications or relevant experience



Competencies:

Customer Focus

Puts the customer first and provides excellent service to both internal and external customers

Communication

Uses appropriate methods to express information in a clear and concise way to make sure people understand

Team Working

Works with others to achieve results and develop good working relationships

Making things happen

Takes responsibility for personal organisation and achieving results

Flexibility

Adapts to change and works effectively in a variety of situations

Learning and Development

Actively improves by developing and applying new skills and knowledge and learns from past experiences