## JOB DESCRIPTION

**Job Title:** Assistant Housing Services Officer

**Department**: Housing Services

**Grade:** EVH 6

**Responsible to:** Head of Housing

**Job Purpose:** To assist in ensuring the Association provides a high quality tenancy management service that enhances the quality of life and environment for our communities.

The following list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time.

The post holder will be responsible for a combination of the objectives described below dependent upon the requirements of the business.

## Main Responsibilities

* Support the Housing Officer’s & Head of Housing to deliver quality estates and tenancy management service to all customers
* Support the Housing Officers to deal with enquiries from tenants regarding a range of service issues.
* Report and monitor complaints within agreed timescales.
* Support the Housing Officers to effectively manage current and former tenant arrears in line with the Association’s policy, best practice and relevant legislation.
* Support the Housing Officers in the allocation of Association properties in line with policy and procedures.
* Contribute to the effective management of estates in line with the Association’s policies and processes.
* Contribute to the monitoring and reporting of performance against KPIs
* Contribute to a strong team working and performance culture within and across the team
* Liaise with a range of other staff across the Association to ensure the highest quality of service delivery for tenants.
* Monitor the review schedule for housing management policies and associated procedures, assisting the Head of Housing to ensure review timescales are met,
* Work flexibly across Housing Services by providing support where and when required and as directed by the Head of Housing.
* Work with Housing Services & Welfare Rights Teams to provide a full service to our customers and ensure their income is maximised.
* Ensure own continuous development and knowledge is up to date in line with sector related developments.
* Carry out any other reasonable tasks that may be requested by line manager.

## Data Management

* Ensure requests for information, reports and statistics are responded to within agreed timescales
* Ensure data is accurately recorded and processed in line with Association policy and procedures.

## Health and Safety Responsibility

It shall be the duty of all employees at work to ensure:

* Reasonable steps are taken to safeguard the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
* Co-operation with the Board so far as is necessary to ensure compliance with any duty or requirement imposed on the Association, or any other person, under any relevant statutory duties.
* Compliance at all times with the Health and Safety Policy and procedures and draw to their manager’s attention any unsafe working practice/conditions.

## Corporate Responsibility

* Recognise and respect the diversity of internal and external customers and assist accordingly.
* Ensure the values of FPHA are reflected in their work and that all services provided are delivered in line with the Vision, Mission and Core Values.
* Assist in the development of a ‘Continuous Improvement’ culture.
* Ensure compliance with all regulatory requirements.
* Manage risks and health and safety to protect customers, staff and other stakeholders.
* Attend such training courses, seminars, conferences and other learning and development events as the Association may require.
* Act as an ambassador for Ferguslie Park Housing Association.

## Person Specification

**Job Title:** Assistant Housing Officer

**Reporting to:** Head of Housing

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| **Criteria** | **E** | **D** |
| **Skills & Qualities** |  |  |
| Excellent interpersonal, verbal and written communication skills | **\*** |  |
| Customer centered approach, flexible, confident and assertive manner | **\*** |  |
| Excellent computer literacy and numeracy skills | **\*** |  |
| Ability to meet demanding personal and team deadlines | **\*** |  |
| Ability to liaise effectively and work in partnership with internal and external customers and agencies | **\*** |  |
| Ability to demonstrate a proactive approach to problem solving | **\*** |  |
| Commitment to cross organisational team working and ability to work as part of a small team | **\*** |  |
| Self-motivated with the ability to work using own initiative | **\*** |  |

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| **Experience & Knowledge** |  |  |
| Knowledge of all core social housing management tasks | **\*** |  |
| Knowledge of social landlord policies and practices related to social housing tenancy allocation and related issues | **\*** |  |
| Track record of maximising rent payments and uptakes of housing benefits. |  | \* |
| Knowledge of homeless protocols for a local authority area |  | \* |
| Experience of setting up and monitoring of repayment agreements |  | \* |
| Experience of preparing cases of legal action which may lead to re possession of properties and liaising with solicitors in relation to cases where court action is necessary |  | **\*** |
| Can demonstrate making positive improvements to a housing area |  | \* |
| Experience of working with the public | **\*** |  |
| Can demonstrate good knowledge of housing policy and an active role in implementing best practice |  | **\*** |
| Knowledge of current issues and legislation affecting the housing movement |  | **\*** |
| Knowledge of Scottish Social Housing Charter |  | **\*** |
| Knowledge of Universal Credit |  | \* |
| **Qualifications** |  |  |
| Educated to SQA Level 7 (or equivalent)  | **\*** |  |
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| **Other Requirements** |  |  |
| Hold a driving license and have use of a car, insured for business use, during the working week |  | **\*** |
| Flexibility to work out with office hours e.g. for evening visits to tenants |  | **\*** |