

JOB DESCRIPTION

POST: HOUSING ASSISTANT	POST NOs: EC186 – EC188
DIVISION: CRAWLEY HOMES	
SCALE: D/E	
ANY SPECIAL CONDITIONS: <u>Career Grade</u> Scale D - Postholder able to carry out the majority of all duties of the post, but requiring additional training, supervision and/or experience. Scale E - Postholder able to carry out full duties of the post with minimal supervision This post is subject to a satisfactory clearance of a Basic Disclosure & Barring Service check	
RESPONSIBLE TO: AREA HOUSING MANAGER	
RESPONSIBLE FOR (POSTS): NONE	
MAIN PURPOSE OF POST: As part of the Housing Management Team you will assist with the delivery of all aspects of an excellent housing management service. You will co-ordinate and monitor a variety of processes with workload priorities being determined by the Area Housing Manager.	
SPECIFIC DUTIES OF POST: (a) To undertake the weekly & monthly Direct Debit extracts in accordance with BACs regulations. (b) Day to day amendments to direct debit arrangements, preparing payment profiles and liaising with customers' banks / building societies. Advise customers banks via AUDDIS / ADDACS (c) To carry out the weekly rent debit control & property reconciliation procedures. (d) To carry out changes to the rent accounting system :- <ul style="list-style-type: none">• Process returned unpaid transactions, notifying customers as appropriate.• To instigate & process credit balance refunds liaising with the Housing Benefits Department, where necessary.• Production of PayPoint cards & suspense account management• Completion of Right to Buy sales – closing properties on the rents system Updates to rent debit charges (e.g. Lifeline, service charges & balance transfers) (e) Rent arrears collection where balance is at a low level.	
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(f)	<p>To manage routine correspondence and maintain records relating to housing management such as:</p> <ul style="list-style-type: none"> • Requests for property alterations • Mutual exchanges • Name changes • Producing letters around tenancy matters such as an overgrown garden, dumped rubbish & issues with bin stores in communal areas. • To assist with general housing enquiries via telephone and face to face. • To respond to organisations requesting references and information relating to tenancies.
(g)	<p>Assisting with the Voids Purpose - To let the right property to the right person as quickly as possible :-</p> <ul style="list-style-type: none"> • Processing Notices to Quit's received, receiving keys & liaising with tenants • Monitoring & reviewing the progress of properties within the Voids cycle • Termination of tenancies / rent accounts • Creation of adverts for vacant properties. • Booking viewings with prospective tenants. • Providing support for the lettings process including the creation of rent accounts, offer letters & updates to CORE. • Creating the correct tenancy agreement for the tenancy sign up.
General Requirements for Post Holders	
(h)	<p>To ensure that all duties are carried out in compliance with statutory provisions and with the Council's policy for health and safety.</p>
(i)	<p>To ensure that all duties are carried out in compliance with the Council's Corporate Equalities Statement.</p>
(j)	<p>To ensure that all duties are carried out in compliance with both environmental legislation and the Council's Environmental Policy and commitment to EMAS (Eco Management & Audit Scheme).</p>
(k)	<p>To carry out such other duties as the Head of Crawley Homes may from time to time reasonably require.</p>
<p>NOTE: The duties listed are in general terms only and detailed variation in job content may be expected to occur.</p>	
AMENDMENT DATE:	15/09/2020
POSTHOLDER'S SIGNATURE:	

CANDIDATE SPECIFICATION

POST: Housing Assistant	POST NO: EC186-189
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CHARACTERISTICS	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
SKILLS/ABILITIES (Specific skills and abilities required to undertake the duties)	<ul style="list-style-type: none"> • Ability to produce own correspondence • Ability to communicate effectively on the telephone & face to face. 	
KNOWLEDGE (Particular knowledge which will be necessary to perform the work effectively e.g. of specific legislation or regulations)	<ul style="list-style-type: none"> • Previous knowledge of office procedures • Administrative systems • Good working knowledge of ICT systems 	<ul style="list-style-type: none"> • Knowledge of rent accounting processes • Knowledge of Local Authority procedures • Accounting practices
QUALIFICATION AND TRAINING (Education/vocational qualifications and other training) VERIFICATION WILL BE REQUIRED	<ul style="list-style-type: none"> • Good standard of education in business studies or equivalent • Good numeracy & literacy skills 	
EXPERIENCE (Level and type of previous experience)	<ul style="list-style-type: none"> • Previous use of computerised accounting systems and PC • Personal contact with the public, sometimes in difficult circumstances • Experience in Microsoft Word and Excel • Administrative and financial experience. 	<ul style="list-style-type: none"> • Experience of Northgate Housing systems
QUALITIES (Particular qualities necessary to carry out the works e.g. ability to work co-operatively in a team, use own initiative)	<ul style="list-style-type: none"> • A positive attitude towards customer services issues • Must be self-motivated to work to individual timescales • Ability also to work as a member of a team to tight timescales • Must be able to represent the Council with the public in a professional manner. 	
SPECIAL CONDITIONS (e.g. willingness to work unsocial hours or wear a uniform)		

