

Leeds City Council

Job Description

Job Title: Housing Assistant

Grade: B3

Service Area: Housing Management

Directorate: Environment & Housing

Date: July 2014

Responsible to: Housing Officer

Purpose of the job:

To provide quality housing management services to meet the needs of customers and communities, making a positive contribution to the social and physical environment of the area.

Principal Responsibilities:

In liaison with the manager/senior officer, to be responsible for ensuring delivery of a high quality and efficient services.

To assist in providing a range support services for internal and external customers.

To work as part of a team of housing advisors to provide customer focused services.

To liaise with colleagues in order to prioritise work to meet conflicting deadlines.

To maintain accurate records and track progress of work.

To assist with the induction of new staff including the demonstration of duties.

Ordering and monitoring stock supplies.

Preparing routine correspondence and standard letters and forms.

Managing meeting rooms and dealing with hospitality and signing-in of visitors.

Assist with the arrangements for conferences, forums and other events.

Act as the first point of contact for visitors and customers – both in person and on the telephone.

Provide an excellent customer service to customers, colleagues and visitors.

To use IT applications and databases effectively to deliver tasks. Operate relevant equipment/ICT packages e.g. word, excel, databases, spreadsheets, Internet

To input and retrieve data using computerised systems.

To collate and prepare information from a variety of sources.

Operate relevant equipment/ICT packages e.g. word, excel, databases, spreadsheets, Internet

Undertake general financial and administration duties.

Attend and participate in relevant meetings as required and to take notes at meetings.

Be aware of and comply with policies and procedures relating to safeguarding, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Understand and abide by the Council's equal opportunities policy in the duties of the post and as an employee of the Council.

Participate in training and other learning activities and performance development as required .

To gather information from service users to assess the service required.

Make appropriate referrals for housing support as and when required.

Contact with tenants using various forms of communication, including visits to tenants in their own homes.

Economic Conditions:

Annual Leave: 24 days increasing to 28 days for 5 years local government service pro rata plus statutory holidays
Hours: 37 hours per week
Flexitime: Eligible to participate in flexi-time scheme
Conditions of Service: NJC Conditions apply

Prospects

Promotion: Whilst no guarantee can be given to subsequent promotion, there are currently a number of higher graded posts within the Council which potentially provide the opportunity for career progression within the Council. Any subsequent vacancies will be filled in compliance with agreed Council procedures.

Training: The Council has a positive commitment to the training and development of employees in all areas of its activities. Similarly employees are also expected to adopt a positive attitude to any training provided and also to their own personal development.

Relationships: The post holder will work closely with colleagues within Housing Leeds and will also be required to maintain effective relationships with staff at all levels within the Directorate, other Council departments, Elected Members, external agencies and the general public.

Qualifications

Physical Conditions The post holder may be based at any Leeds City Council office and may require working to the Council's 'changing the workplace' working style. - Leeds City Council has a no smoking policy.

Job Description Content Prepared / Reviewed by:	Confirmation Job Evaluation Undertaken
Name Julie Carter	Name:
Designation: HRBP	Designation:
Date: 06/08/14	Date:

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We promote diversity and want a workforce that reflects the population of Leeds. Prior to the Interview we will request your References. Failure to obtain both references may result in your interview being withdrawn.

PERSONAL SPECIFICATION ESSENTIAL REQUIREMENTS: It is essential that the Candidate should be able to demonstrate the following criteria for the post within the context of the specific role duties and

responsibilities: Candidates will only be shortlisted for interview if they can demonstrate on the application form that they meet all the essential requirements.

Method Of Assessment (MOA) – A = Application Form T = Test I = Interview C = Certificate

1. Qualifications and Knowledge	Ess	Des	MoA
Knowledge of the role of the Council Housing Service and its responsibilities in managing homes and communities.	X		
Knowledge of current housing issues.	X		
Awareness of customer engagement.		X	
An understanding of equality issues.		X	
An awareness of customer care	X		

2. Specific Skills and Competencies	Ess	Des	MoA
Ability to deal with the general public in a responsive manner.	X		
Ability to deal with high volumes of enquiries both at the public counter and over the telephone.	X		
Ability to demonstrate patience and understanding with service users.	X		
Ability to deal with relevant procedures and maintain standard documentation.	X		
Ability to advise service users on relevant procedures.	X		
Ability to work within a team.	X		
Ability to communicate effectively and sensitively both face to face in writing and by telephone.	X		
Ability to demonstrate Customer Care	X		
To adhere to LCC Financial Rules and Regulations and Standing Orders.	X		
To handle cash accurately.	X		
Ability to use computerised systems.	X		
Ability to record and maintain information received from all sources accurately.	X		
To provide a welcoming environment to service users.	X		
To assist other members of staff with duties when required.	X		
A good level of numeracy and literacy skills	x		
3. Experience	Ess	Des	MoA
Of working in a customer facing environment.	X		
Of working in an office environment		x	
Of working as part of a team	x		
4. Behavioural	Ess	Des	MoA
Demonstrate a commitment to Council Values	X		
Positive and flexible approach to change	X		
Commitment to maintaining a healthy and safe environment	X		
Willing to support and promote equality and diversity	X		
Commitment to providing excellent service to customers	X		
Commitment to personal learning and development	X		