**SOUTH DEVON RURAL HOUSING ASSOCIATION LTD**

**POST: Housing Assistant**

**RESPONSIBLE TO: Housing Officer**

**PURPOSE OF POST:** To provide an effective, efficient and comprehensive administrative service to the staff team.

1. **MAIN FUNCTIONS**
   1. To manage tenant enquiries made to the Association via personal call, telephone, post or email and respond within the Associations published performance times
   2. To offer general advice to customers of the Association and other general callers.
   3. To prepare Minutes for meetings as required
   4. To ensure that tenancy records and other key filing is up to date
   5. To assist with housing administration tasks as required.
   6. To participate as a member of the Association’s staff team.
2. **KEY DUTIES**

**Financial Administration**

* + 1. Inputting rent payments onto housing management system when required.
    2. Matching housing benefit to tenants and liaising with the appropriate authority with any queries.

**Housing Administration**

* + 1. Issue the quarterly Tenants Newsletter liaising with the Housing Officer.
    2. Update housing management system for property and tenancy management.
    3. Issue and manage returns of housing surveys, updating housing management system with appropriate information.
    4. Assist in low level rent arrears and housing benefit administration.
    5. Assist in low level allocation processes.
    6. Assist in low level anti social behaviour processes.
    7. Issue quarterly rent statements to tenants.
    8. Issue annual rent increase letters to tenants in liaison with the Finance Director and Housing Officer.
    9. To issue scheme visit letters, ensuring they are received with appropriate notice at the schemes in accordance with the scheme visit.
  1. **Repairs**
     1. Input repair orders as and when required, updating housing management system and tenants with appropriate information.
     2. Monitor progress of repairs and resolve queries.
     3. Update housing management system with dates of new components, gas safety certificates, periodic electrical checks and asbestos records.
     4. Monitor contractors performance liaising with contractors where necessary
     5. Provide repairs performance reports for Housing Manager as requested.
  2. **Filing**
     1. Undertake regular filing routines.
  3. **Team Responsibilities**
     1. To develop and sustain positive working relationships with colleagues and Board Members
     2. Type letters, memos and other documentation as requested by other team members.
     3. To contribute positively towards the improvement of services to the Association’s customers
     4. To participate in Training opportunities to develop understanding and knowledge to fulfil the role and to keep up to date with changes in legislation, regulation and Best Practice.
     5. To undertake other duties as may be required consistent with the responsibility of the post.
     6. To ensure compliance with the Association’s obligation in respect of the law, registration, regulation, policy, procedure and Health and Safety obligations and bring any concerns to the attention of the Operations Director.

**Person Specification**

**Housing Assistant**

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| Essential | Desirable |
| Experience in a similar position | 2 or more years in a comparable position |
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| Good IT skills  Good working knowledge of Microsoft office or equivalent, particularly  Excel  Word  Outlook | Advance Knowledge of  Word/Mailmerge  Excel  Access  Outlook  Powerpoint |
|  |  |
| Able to demonstrate high level of numeracy & Literacy |  |
|  |  |
|  | Housing or asset management related qualification. |
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|  | Knowledge of the work of Social Landlords |
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| Good understanding of equal opportunities and diversity | Wider knowledge of Diversity |
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| Good communication skills | Experience of minute taking |