

## JOB DESCRIPTION

<b>JOB DESCRIPTION</b>	Housing Assistant		
<b>REPORTING TO</b>	Housing Officer/Director/Management Committee	<b>GRADE</b>	EVH GRADE 6 £29,964 - £32,737
<b>POST REFERENCE</b>	HR2022/2	<b>DATE</b>	10 June 2022

### Duties and Responsibilities

- To support the Housing Officer and Director to ensure delivery of an efficient customer service to the tenants and residents of Kingsridge Cleddans.
- To contribute effectively to the strategic and operational objectives, values and vision of the Association
- To work closely with the other members of the small staff team in providing an efficient and effective customer service.
- You will require to be flexible and be able to work on your own initiative in your approach to the role.
- To assist the Housing Officer and Director in the preparation of reports for and attendance at evening Management Committee meetings.
- To distribute agendas, reports and papers to the Management Committee.
- You will attend and take Minutes of the Management Committee meetings.
- You will attend appropriate external training seminars, fora and conferences when required.
- You will provide reception duties and cover for the Property Services Administrator in her absence.
- You will assist in ensuring the Association's files and computerised records are kept up to date and maintained as confidential records and in accordance with the Data Protection Act and GDPR(The General Data Protection Regulation).
- You will understand the Association's computerised systems and ensure IT resources are used to best effect to maximise efficiency.
- You will maintain the Association's IT systems and ensure accurate and up to date recording of tenant and customer details.
- You will administer the Association's Common Allocation Policy and process all housing applications via the SDM housing management software and respond to customer allocation enquiries.
- You will liaise with Glasgow City Council in respect of Section 5 referrals and process in accordance with the Association's policy and procedures.
- You will carry out home visits to housing applicants where required.
- You will process all rent payments via the SDM system.
- You will assist the Housing Officer in the administration and management of the Association's rent arrears policy and procedures, ensuring compliance with the pre-action requirements.
- You will be responsible for the delivery of a customer centred estate management service by carrying out routine estate management inspections to confirm the condition of the common

areas, private gardens/pathways/bin areas and other external areas of the Association's housing stock to ensure a high standard of estate management. Report back to the Housing Officer and carry out follow up action.

- You will liaise with and monitor landscape contractors to ensure environmental standards are achieved and carry out weekly estate audit inspections.
- You will liaise with external agencies in providing support to our customers
- You will carry out any other duties as may be deemed necessary by the Housing Officer, or Director, commensurate with the Housing Assistant grade.