

## **JOB DESCRIPTION**

**JOB TITLE: HOUSING ASSISTANT (ALLOCATIONS)**

**DEPARTMENT/SERVICE: HOUSING MANAGEMENT**

### **PURPOSE OF THE JOB**

The postholder will,

- Support the delivery of a housing service shaped around the needs of customers who are at the heart of everything we do;
- Deliver services that reflect value for money;
- Assist in the delivery of services that support customers;
- Be professional, accountable, open and honest;

To ensure Link's vision, values and objectives are delivered through the management and delivery of housing services.

As part of a multi-skilled team, the post holder will assist to deliver a high quality customer service, meeting customer needs as the first point of contact in a busy area housing office. The post holder will be required to use their initiative to evaluate a situation and act accordingly.

The post holder will work closely with Housing Officers, providing administrative support. In particular, the post holder will be responsible for ensuring that empty properties are allocated appropriately within strict timescales. The postholder need to be organised, be able to prioritise work whilst applying the guidelines and procedures that are in place.

The post holder will be flexible within the remit of this post and capable of resolving enquiries in which ever manner they are received, e.g. telephone, e-mail, in person.

All enquiries and/or requests for service must be dealt with confidently and efficiently. The post holder will be expected to remain calm, sympathetic and supportive while dealing with both routine and challenging situations.



**Allocations and Housing List Administration**

- Carry out all duties required in respect of the allocation of void properties in accordance with the Associations allocations policy for letting properties in line with Legislative requirements.
- Carry out all duties required in respect of starting and ending tenancies on the housing management system.
- Confirming homeless status with the relevant local authority at pre allocation stage and informing of change in homeless status upon sign up
- Providing updates to local authority on creation of new tenancy for council tax purposes
- Advertise properties on local Choice Based Letting systems and using the relevant application to shortlist
- Dealing with all enquiries about housing applications from multiple client groups accurately, efficiently, timeously and assisting applicants to apply for housing
- Providing housing options to customers and partners
- Assisting in the allocation of new build developments – including setting re-let quotas in line with local nomination agreements; advertising and shortlisting for the properties and site visits where required.
- Processing tenancy changes on the housing management system – including mutual exchanges, succession, assignation and joint to sole.
- Deal with enquiries from applicants, potential applicants and providing assistance to applicants to complete forms as per Link’s policy/procedures.
- Carry out tenancy sustainment checks as part of the pre-allocation process
- Completion and recording of statistical information in respect of applicants.
- Assist in the administration and implementation of the Section 5 protocol with the relevant local authority and any other agencies as per the SLA(Service Level Agreement)
- Liaise closely with other agencies to ensure the effective allocation of supported tenancies and specialist accommodation (e.g. Link Living, Sheltered, Retirement Plus properties, Local Authority Resettlement Team).
- Lock ups and garage plots – process and respond to incoming applications, maintain waiting list and allocate available lock ups effectively.

**Voids**

- Monitoring progress of voids – including liaising with the void team on timescales, regular meetings for updates and providing follow up reports on void progress to managers.
- Ensure that our Housing management system is kept updated with void phases
- Provide admin support to Housing Team to identify suitable void properties for decants and emergencies.
- Lock ups and garage plots – process termination notices and end tenancies on housing management system.



## **LINKHOUSING**

### **Reporting & Communication**

- Provide statistical information as required; assist in collating information and provide KPI reports to Housing Team on request.
- Liaising effectively with partner organisations (e.g., local authorities and other housing organisations).
- Taking ownership of incoming queries to resolution including working with other service areas to provide the best possible frontline service.
- Identifying when a service request becomes a complaint and log appropriately.

### **Support/ General Administration**

- Provide administrative support to Housing Officers including updating housing management system with household changes, name changes etc.
- Maintain a flexible approach to providing cover for other areas within the business during periods of sickness or annual leave.
- Work as part of a team and promote team working.
- Ensure that there is sufficient supply of sign-up packs are available and arrange associated paperwork.
- Arrange meetings, set agendas and produce minutes.
- Monitoring workflows and completing actions timeously.
- Utilising information systems and suggesting service improvements.
- Monitoring Allocations mail inbox and responding to enquiries.

### **Other**

- Contribute/assist too the organisation's performance reports e.g. the Statutory and Key performance indicators (ARC). Provide individual performance reports and participate in regular review meetings.
- Participating in any training identified that will enhance knowledge levels and increase overall performance bring long term benefits to the organisation.
- Comply with the Health & Safety Policy, reporting any matters of concern to the Health & Safety Officer, Representative or line manager.
- Actively promote the Equity, Diversity and Inclusion Policy and practice in all aspects of the job role as it relates to colleagues, tenants, contractors, consultants and external agencies.
- Strive to maintain the highest standards of personal integrity while ensuring agreed service standards are maintained.
- Ensure service is delivered confidently, supportively and in a consistently.
- Work closely with internal and external partners to meet regulatory compliance and Link Groups legal responsibilities as a landlord.
- To carry out other duties, within the scope of the job, and to meet the needs of the business.

## **RELATIONSHIPS**

- Fellow team members



## **LINKHOUSING**

- Housing Officers
- C-urb
- Find a Home Team
- Other Housing Service Teams
- Applicants
- Tenants
- Local Authorities
- External Support Agencies

## **ACCOUNTABILITY**

The Housing Assistant (Allocations) is accountable to the Senior Housing Officer.

## PERSON SPECIFICATION

| EDUCATION & QUALIFICATIONS  | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| Basic education and qualifications, e.g. Standard Grade/National 5 or equivalent, including English and Maths/and or Arithmetic | X         |           |
| Professional housing qualification or willing to work towards.  |           | X         |
| KNOWLEDGE / EXPERIENCE & SKILLS   |           |           |
| Knowledge of and commitment to excellent customer care and equal opportunities  | X         |           |
| Knowledge and understanding of Data Protection and its application in a customer focused environment                            | X         |           |
| A high degree of competence in the use of IT Systems, particularly those used in a service delivery.                            | X         |           |
| Practical experience of Microsoft Office programmes, especially Word and Excel  | X         |           |
| Experience of working in a fast paced multi task role dealing with a range of duties and customers                              | X         |           |
| Basic understanding of a range of Housing Management Issues and the work of Housing Associations                                | X         |           |
| Understanding of choice based letting systems   |           | X         |
| Experience of working with a Housing Association, Landlord, Local Authority or service delivery provider.                       |           | X         |
| Experience of using Housing Management Systems and/or databases   |           | X         |

| COMPETENCY MANAGEMENT FRAMEWORK  | (ALL ESSENTIAL) |
|--|-----------------|
| <p><b>COMMUNICATION</b><br/>           Communicates ideas and information, both orally and in writing, ensuring messages are clear and understandable. Shares information openly and encourages dialogue. Uses appropriate language and style relevant to the situation and the people being addressed. Capable of persuading and influencing others in a variety of situations. Regularly gives and receives constructive feedback to improve performance and services.</p>   |                 |
| <p><b>CUSTOMER CENTRED APPROACH</b><br/>           Puts the person at the heart of the service and can understand both internal and external customers and service users' needs. Recognises customers and service users are unique. Takes personal responsibility for securing the satisfaction and wellbeing of customers and service users. Shows perseverance and innovation in resolving problems. Encourages and maintains open, positive relationships with a wide range of people. Listens and communicates assertively to ensure mutual understanding. Embodies and demonstrates Link's commitment to equity, diversity and inclusion in approach to internal and external customers, tenants and service users.</p> |                 |
| <p><b>INNOVATION</b><br/>           Constantly strives to evaluate, question, and improve how things are done. Views improvement as a continuous process. Creatively explores and applies innovative approaches to improve the quality and delivery of services. Values constructive feedback as a way to improve performance.</p>   |                 |
| <p><b>WORKING TOGETHER</b><br/>           Willingness to participate and contribute effectively to the team effort. Will put own interests aside when appropriate to meet the needs of the team.</p>   |                 |
| <p><b>LEADERSHIP</b><br/>           The ability to lead, inspire and encourage others to meet business objectives whilst providing a clear vision and sense of purpose in all activities. Actively participates and contribute towards Project Teams, Committees and other working groups. Is supportive of colleagues including secondees, placements and new employees.</p>  |                 |
| <p><b>PERSONAL EFFECTIVENESS</b><br/>           Takes responsibility for making things happen and achieving results. Presents ideas clearly and persuasively. Willing to take responsibility in challenging circumstances or when things go wrong. The ability to recognise and control own emotions and to respond to situations objectively, even under pressure. The self-confidence and flexibility to adapt own response to suit the needs of the situation or to respond flexibly depending on the other person's approach.</p>  |                 |
| <p><b>PROBLEM SOLVING AND REASONING</b><br/>           The ability to identify and resolve problems by gathering and analysing information from a range of sources and make informed and effective decisions. Draws appropriate conclusions and considers the consequences of these decisions.</p>   |                 |
| <p><b>INFORMATION SYSTEMS</b></p>  |                 |



## LINKHOUSING

Demonstrates a comprehensive understanding and ability to use Link's core information and communication technology effectively – including Microsoft 365, document storage systems, and corporate and line of business systems. Ability to access and use software and hardware for effective communication and the management of information securely in line with data protection principles and ICT&D Security and Terms of Use Policy. Takes proactive steps to update personal computer literacy skills and to support others when required.

## SUMMARY TERMS AND CONDITIONS OF EMPLOYMENT

This is a summary of the general terms and conditions of employment of Link Housing employees. Those quoted apply to full-time posts and part-time staff will be eligible to receive the same employment terms on a pro-rated basis. Employees on fixed term contracts are also eligible, subject to the restriction of their contract. An individual contract may determine additional terms particular to that appointment and employees should also refer to their own contract of employment.

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|---------------------|--|
| <b>Hours</b>        | 35 hours per week, normally worked Monday to Friday, however flexible working arrangements will be considered.   |
| <b>Contract</b>     | Fixed term for 6 months to cover substantive postholder on career break.   |
| <b>Location</b>     | Edinburgh  |
| <b>Salary</b>       | <p>Salary will be dependent on skills and experience. Salaries are paid on the last Friday of each month.</p> <p>Progressing through the salary range will be determined by an assessment of individual performance against an agreed Job Plan and following a recommendation made to the Management Team at each performance year-end.</p> <p>An Inflation-Related Pay Award is normally awarded annually in April.</p> |
| <b>Annual Leave</b> | Annual leave is equal to 35 days per year (including public holidays), rising to 40 days. Annual leave will be pro- rata for part-time staff.  |
| <b>Pension</b>      | <p>Link is required by law to automatically enrol eligible employees to its pension scheme. Auto-enrolment rates from 1 April 2019 are:</p> <ul style="list-style-type: none"> <li>• Link: 5% of basic salary</li> <li>• Employee: 3% of basic salary</li> </ul>   |



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|--------------------------------|--|
|                                | <p>Employees can opt to increase their contributions:</p> <p>Employee:    4%    5%    6%    7%</p> <p>Link:            6%    7%    8%    9%</p>  |
| <b>Life Assurance</b>          | Link provide a Death-in-Service Benefit Scheme [subject to eligibility], providing beneficiaries with up to the value of four times your annual salary.                                |
| <b>Travel</b>                  | Authorised out of pocket travel expenses are reimbursed. Business car miles rate is currently 45p per mile. Authorised passenger rate is currently 5p per mile.                        |
| <b>Flexible Working</b>        | The Group and its subsidiary companies offer a flexible working arrangement [flexi-time].  |
| <b>Probationary Period</b>     | All new employees are required to complete a 6-month probationary period.  |
| <b>Support and Supervision</b> | All staff will participate in our Performance Management System, which includes at least three formal Review Meetings with your line manager.  |
| <b>Smoking</b>                 | All Link group offices operate a NO SMOKING POLICY. Dependant on your role, you may have to work with people who use our services where there could be an exposure to passive smoking. |
| <b>Health &amp; Safety</b>     | Link promotes a healthy working environment and achieves this aim by supporting an active, staff-led Health and Safety Committee.  |
| <b>Health Care Cash Plan</b>   | A non-contributory Healthcare Cash plan scheme for employees and children under 18 years old. [Option to include partners]   |