

Recruitment pack

Housing Assistant



Learn more and watch some amazing films at [key.org.uk/careers](https://www.key.org.uk/careers)



“

Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”

Welcome

Thank you for taking the time to explore this exciting opportunity within Key.

This is a truly amazing role, and you will join a team that provide individual solutions to our tenants.

The role of Housing Assistant will focus on providing good quality administrative assistance and support within the Housing Services section

You will be supported by the Tenancy Services Team Manager and a wider group of Housing Services colleagues.

If you're ready for an amazing challenge then we would love to hear from you!

If you would like to find out more, please contact, Abby Turnbull, Tenancy Services Team Manager on abigail.turnbull@key.org.uk or by calling 07350376111





Introducing Key & Community lifestyles

At Key and Community Lifestyles, we provide person-centred support to over 2,000 disabled people, across 17 Scottish local authorities, to enable each person to lead full, active lives in their own homes and communities.

The people we support have significantly varying life experiences and needs and range from young people still at school through to people in their 90s. Key is also a specialist Registered Social Landlord (RSL) providing over 700 homes specially designed for disabled people and those with long term support needs.

Our workforce is compassionate, talented, and committed to providing high quality, personalised support so that people can live full, active lives in their own homes and communities.

Participation & TAG

Our roots are central to who we are. The foundations of our organisation were laid by a passionate, committed group of parents who, at a time when home for many disabled people was a long-stay institution, believed that their sons and daughters had the right to lead a full life in their own communities, close to families and loved ones. We hold true to these original values today.

The inclusion of people we support is fundamental and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people.

The inclusion of people we support is fundamental to our organisation and we work closely, through a service level agreement, with The Advisory Group (TAG), a Scottish Charitable Incorporated Organisation, which is run by and for disabled people. Through our partnership with TAG, disabled people have direct input to developing our organisational priorities, our governance structures and ensuring the quality of our support.

For more information on TAG:

[The Advisory Group - Welcome To TAG](#)



Introducing Key & Community lifestyles

Respect for the fundamental dignity of each and every person, regardless of the level of support they require, lies at the heart of our organisation, as do the principles of choice, control, participation, and inclusion.

From our beginnings as a housing association we have evolved into a modern, dynamic organisation whose primary focus is delivering high quality, personalised support to people in their own homes and communities. We continue to have a housing function which manages a number of properties across these Scottish local authorities.



2,000
disabled people supported



17
Local authorities



700+ homes



Over **2,000** staff



500
people on staff relief register



68,000
support hours every week



1,000
people supported with
personal budgets



74%
of our workforce are female

About the role

We are a Registered Social Landlord providing housing to adults and young people who have disabilities and long-term needs.

We have houses across Scotland, as far north as Thurso and south to Stranraer. In total we have 850 tenancies across 15 local authority areas. We support our tenants for these properties from our main office in Glasgow.

As we have a small housing stock, we may use other sources to help people find their ideal home. We currently lease over 100 properties from other Housing Associations and private landlords to help suit the individual needs of our tenants.

We are excited to be recruiting to this full-time Housing Assistant role, which plays an important part in providing specialist administrative services within our Housing Services department.

We are seeking a highly motivated, confident, and enthusiastic individual for this role. Now is an exciting time to be part of our tenants' lives, and to join our team, so we really want to hear from **you!**



Job description

Overall Aim of Post

This post holder will be part of a team which has the responsibility for ensuring a high quality, customer focused, effective, housing management service to our tenants and stakeholders, including support staff.

The post holder will work together with the team members to meet individual, team, and organisational objectives.

Specific Duties

To provide specialist administrative support to the Tenancy Services team.

Responsible for the administration of rechargeable repairs and administration of TV license applications for Key developments

To ensure accurate processing and payment of invoices specific to tenancy services.

To provide person centred housing and pre tenancy advice.

To ensure that customer enquiries are dealt with promptly and courteously.

To use the electronic housing management system to effectively record all contact with customers.

To assist with the accurate record keeping in relation to void properties.

To assist with tenant engagement activities including surveys, meetings and newsletters where required.

Ensure good housekeeping of all tenant files.

To work in accordance with Key's Housing Management policies and procedures.

To ensure compliance on all Health and Safety related matters.

Comply with the requirements of GDPR.

Contribute to continuous improvement processes.

Any other relevant duties as required by the Tenancy Services Manager.

Person specification

Essential Criteria

- HNC Housing/Administrative or equivalent qualification/experience
- Experience of a customer focused environment
- Experience of administration, processing and record keeping
- Proficient user of Microsoft Office packages
- Experience/interest in the use of graphic packages for internal publications
- Excellent attention to detail and accuracy
- Problem Solving Skills
- Organised and a flexible approach to work
- Effective and efficient working with colleagues, suppliers and external/internal partners
- Solution Focused

Desirable Criteria

- Experience of working with the public in a social housing/housing related environment



What you'll receive

- Full time (35 hours per week), permanent role
- Salary £27,192 to £31,711
- Annual leave - 33 days plus five public holidays per year
- Defined contribution pension
- Occupational Sick Pay
- Employee Assistance Programme offering free confidential counselling, advice and support.
- Cycle to Work Scheme
- Free access to Occupational Health Support
- Credit Union Membership
- Blue Light registration offering a range of discounts and savings.

What our staff say about us

Our staff are an incredible group of people. We regularly engage with them to understand how they feel about their job.

95%
of staff survey
respondents said
they were proud to
work for us

The good news is that feedback is consistently positive. Let's take a look at what some of them have said when asked what's the best thing about working for our organisation.

“ Seeing the people we support happy and working towards the outcomes which are person centred round their choices and wishes.”

“ Feeling that I am valued and able to make a difference in people's lives.”

“ Helping individuals to live as full a life as possible and knowing I can make a difference to that person's life for the better”

“ I love doing my job and the network of people who we support everyday.”



How to apply

If you think this is the job for you, and you've got the knowledge, skills and passion we are looking for then you will be able to apply [HERE](#)

As a Disability Confident Employer, we very much welcome applications from disabled people. We do not request information about specific health conditions or impairments at this point in the recruitment process.

However, we commit to interview all disabled applicants who meet the minimum criteria for this role. The Equality Act (2010) indicates that: A disabled person is defined as someone with a physical or mental impairment that has a 'substantial' and 'long-term' effect on their ability to do normal daily activities.

If you are a disabled person and wish to inform us of this so that we can fulfil this commitment to you, please indicate this in your email when you submit your application.

The closing date is midday on Tuesday 29 October 2024 at 12 noon.





What to expect at an interview

We believe that people we support should be involved in all aspects of our work, including the recruitment of those that work for us.

Our selection process has been designed to ensure that there is the opportunity for you to share your skills and experience with a panel of people we support to ensure that we have a position of shared decision making in all that we do.

We expect interviews to take place on 6th November 2024.