

JOB DESCRIPTION

Directorate:	Chief Executive's Department
Division:	Housing
Post No. & Job Title:	Housing Assistant
Grade:	Grade 4
Responsible to:	Tenancy Services Team Leader
Main purpose of the job	To assist in the provision of a comprehensive Housing Management Service, with particular emphasis on the neighbourhood management functions

Main Duties and Responsibilities:

1. Provide appropriate advice in respect of all tenures on such matters as the creation and determination of tenancies and rights of occupation.
2. Ensure that customers contacting the Housing Operations Team are provided with excellent customer service and receive prompt responses to their queries and concerns
3. Assist in the investigation of estate management problems and other Tenancy issues and ensure that tenants comply with the Council's conditions of tenancy.
4. Assist the Neighbourhoods Coordinator in the preparation of witness statements and collation of information for possession hearings at court.
5. Assist with all aspects of the proper administration of tenancies, such as new tenancy signups, mutual exchanges, tenancy changes and successions.
6. Interview customers at the Council's offices on all aspects of housing and neighbourhood management.
7. Provide appropriate advice in respect of all tenures on such matters as the creation and determination of tenancies and rights of occupation.
8. Build positive partnerships and relationships with other sections, Directorate's and outside bodies, where necessary.
9. Maintain accurate records and statistics relating to the work of the section.
10. Assist with the control/monitoring of the section's budgets.
11. Keep concise file notes of all contact with customers and provide concise written reports and chronologies for other officers when required.

12. Carry out any other duties that are within the scope and grading of the post which could also be requested by the Head of Housing or the Chief Executive.

DESIGNATED CAR USER

A designated car user status has not been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of the Neighbourhood Assistant but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.