

## Job Profile

|                        |                             |
|------------------------|-----------------------------|
| Job Title              | Community Housing Assistant |
| Reports to (job title) | Housing Manager             |
| Job Reference No.      | HOMEJD742                   |

### The job in a **nutshell...**

Working intuitively collaboratively with colleagues in your region and at the Customer Service Centre you'll support our Housing Managers to ensure our customers receive a brilliant service locally and our Customer Promise Standards are achieved

You'll use your creative spark to make sure our properties and environments are safe, secure and well managed, supporting our communities to thrive. Naturally commercial, you'll support compliance to our processes so that rents, service charges and other income is maximised

### What **success** will look like...

As a real self-starter you'll support our Housing Managers in delivering a brilliant customer experience across their community patches; your work will be tailored depending on local priorities and your key result areas will involve:

- Working with the regional team to ensure that our properties and estates are visited, inspected and maintained in line with the regional programme to meet all agreed standards
- Commercially savvy, you always have an eye on the money and ensure your ways of working are efficient, for example by ensuring your expenses are minimised
- Maximising income through supporting Housing Managers to deliver proactive rent collection, void management and lettings activity, ensuring adherence to relevant policies and processes
- Supporting our all-important routine safety and compliance checks, recording these in an accurate and timely fashion aligned to our procedures
- Using your eye for detail to support procedurally compliant investigations into low level ASB activity and unlawful subletting, recording your findings appropriately and escalating where necessary
- Using insights (you get where our customers are in their lives), to support adherence to our Customer Promise Standards and to deliver valued engagement activities to enable our communities to thrive and grow

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- Producing reports on adherence to contract specification for communal service charge items to drive the quality of work (grounds maintenance, cleaning etc.)
- Working with individual customers to support applications for Disabled Facilities Grant and access to home adaptations

You'll already have these **brilliant** skills, qualifications and knowledge...

You'll be comfortable with our digital first approach and confident in the use of IT systems

A self-starter able to work on your own initiative and can manage competing priorities, combined with sound judgement about when to escalate issues

Naturally empathetic, you can build rapport quickly and are always focused on delivering for our customer, whilst maintaining confidentiality and professional boundaries

Flexibility is key – you'll need to be happy to travel and whilst the role is focused on housing management tasks within our rented portfolio, you're comfortable working across rented, supported and leasehold assets

You'll need a full driving licence and to have access to your own vehicle

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Good Excel skills and the ability to interpret data and write concise, easily understandable report

Experience of working in a housing management related field; knowledge of Universal Credit and/or Housing Law would be brilliant too

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way

Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group

Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐

You'll manage people? No ☒ Yes ☐

We all work flexibly at Home Group but the level of travel in this role is usually...

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Occasional ☐      Regular ☐      Frequent ☒



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