

HOUSING & PROPERTY DEPARTMENT:

Housing Assistant

Grade 4, SCP 16 – 22 (£24,702 - £29,266) Commencing on point 16

We are looking for a permanent Housing Assistant who can work as part of the Housing Customer Services Team to deliver a customer-focused front line service to the tenants of Douglas Borough Council's Housing. You must be passionate about delivering exceptional customer service with the ability to deal politely and effectively with the public.

The successful candidate must have a working knowledge of administration and clerical systems as well as the ability to work on their own initiative.

Further information and an application pack can be obtained from the HR Section on 696455, downloaded from www.douglas.im or collected from the Henry Bloom Noble Library. The closing date for the receipt of completed applications is 5.00 pm, Friday, 1st October 2021.

Miss K J Rice, Chief Executive, Town Hall, Ridgeway Street, Douglas, Isle of Man, IM99 1AD

DOUGLAS BOROUGH COUNCIL JOB EVALUATION SCHEME

JOB DESCRIPTION

DEPARTMENT	Housing & Property
SECTION	Housing
DESIGNATION	Housing Assistant
REPORTS TO	Assistant Housing Manager (Services)
DURATION	Permanent
HOURS OF DUTY	Monday to Friday (8.45 am – 5.15 pm with 1 hour 10 minutes for lunch)
GRADE	Grade 4, SCP 16 – 22 (£24,702 - £29,266) Commencing on point 16

MAIN PURPOSE OF THE JOB

Work as part of the Housing Customer Services Team delivering a customer-focused front line service to customers of Douglas Borough Council Housing. Assist with enquiries relating to tenancy related issues, rental payments and repair requests. Maintain accurate records and provide statistical information as required. Provide administrative support and assistance to the housing officers and ensure the smooth running of the area office.

SUMMARY OF RESPONSIBILITIES AND PERSONAL DUTIES

1. Maintain a customer-focused friendly and enthusiastic response to customer enquiries.
2. Accurately input tenant repair requests and advise on progress, liaising with the Maintenance Officers and Housing Officers as required.
3. Receive and process applications for the housing waiting list ensuring all necessary information is gathered at the initial stage.
4. Assist with enquiries relating to rent payments and rent arrears, redirecting the enquiry as appropriate.
5. Give appropriate basic advice in relation to a range of tenancy related issues.
6. Provide administrative support to housing officers.
7. Provide front-line customer care contact, advising on housing and tenancy related enquiries from telephone or personal callers, dealing with and resolving problems where appropriate or redirecting them where necessary.

8. Arrange appointments for Maintenance Officers and Housing Officers as required.
9. Input and access data, ensuring changes of circumstance details are accurately recorded.
10. Determine the nature and category of repair. Follow the repair reporting procedure and ensure all repairs are accurately recorded. Maintain records and associated paperwork.
11. Responsible for accepting keys returned, providing receipts for the same and booking keys in and out of office during void period.
12. Assist with the completion of all housing related forms offering advice and guidance as required.
13. Make proper arrangements for the availability of and display of information including leaflets in the Reception Areas.
14. Produce lettings packs to ensure all necessary information for tenants is collated ready for the letting of a property.
15. Send out Customer Satisfaction Survey to all new lettings and collate responses.
16. Provide administrative support to all housing officers, including typing standard letters, taking messages and providing support with estate inspections.
17. Assist with the preparation of reports, presentations and other materials for meetings and events.
18. Develop and maintain good working relationships within the Housing Maintenance Team, internal Departments and external agencies to include liaison with the Department of Infrastructure, Department of Social Care, Police, Environmental Health, Project Teams, Contractors and other agencies as required.
19. Ensure equality of opportunity for all people, in service provision and in employment, and to work in a non-discriminatory manner in accordance with the Council's Equal Opportunities Policy.
20. Compliance with the provisions of the Isle of Man Data Protection Act 2018, the Freedom of Information Act 2015, Council policies, procedures, Standing Orders and Financial Regulations and any other relevant legislation.
21. Be responsible for the health and safety of the staff of the Housing Section and for the safety of the public and other staff that come into contact with any aspect of Housing duties being undertaken.
22. Participate fully in discussions relating to any changes deemed necessary to the job description, reaching mutual agreement to any reasonable changes with the Council

reserving the right to implement reasonable changes to the job description after consultation with the post holder, if not agreed by mutual consent.

23. When necessary, provide a front line counter service receiving and receipting payments from Council tenants and the general public for various funds using the Council's financial / accounting package.
24. Such other duties within a similar level of responsibility as may from time to time be required by the Assistant Housing Managers, Housing & Property Manager or Director of Housing & Property.

SELECTION CRITERIA

Essential

1. 3 GCSEs, including English and Mathematics, Grade C or above or equivalent.
2. A working knowledge of administration and clerical systems with the experience of office organization, general clerical work and record maintenance systems.
3. Good communication and excellent customer care skills and the ability to deal politely and effectively with the general public as well as the ability to observe confidentiality in all aspects of work.
4. Self-motivated with the ability to work on own initiative as well as having the commitment, flexibility and motivation to be a constructive member of a Team.
5. ICT Literate.

Desirable

1. Experience of working in a housing service or a customer facing environment.
2. Experience of local government.
3. An understanding of the operations and functions of a local authority.
4. Knowledge of the Council's Standing Orders, Financial Regulations and the Isle of Man Government Procedures for Capital Projects (including requirements for Petitioning purposes).
5. Political sensitivity.