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## JOB DESCRIPTION

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### JOB TITLE: HOUSING ASSISTANT

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| <b>Section:</b>         | <b>Blenheim Gardens RMO</b>                                                              |
| <b>Reports To:</b>      | <b>Estate Director or his deputy</b>                                                     |
| <b>Responsible For:</b> | <i>Directly:</i> 0 staff<br><i>Indirectly:</i> work placements and apprentice            |
| <b>Location:</b>        | <b>Blenheim Gardens RMO<br/>24 Prague Place,<br/>Blenheim Gardens Estate<br/>SW2 5ED</b> |

**Salary £24.000 – £27.000 (pa)**

**Purpose:**

To provide a comprehensive central administrative support for the RMO, assisting in the provision of a day-to-day Estate and Housing management services to service users in accordance with the RMO contract, policies and procedures.

Priorities and tasks are likely to be changed from time to time at the discretion of the RMO Estate Director

**General responsibilities:**

- Responsible for providing a front-line reception and telephone service for the residents, visitors, partners and contractors of the Estate in their day-to-day dealings with the RMO
- To take and respond to telephone enquiries to the RMO office in a friendly, polite and professional manner, assisting callers where possible. Taking accurate messages when necessary and passing them promptly to the appropriate person.
- Maintain clear and concise records of conversations and / or written correspondence with and tenant/resident, any action needed and all outcomes
- Ensure all matters requiring action are carried out by yourself where appropriate and / or passed on to the relevant parties
- Feedback information to service users, ensuring you are equipped with sufficient reasons for any decisions made by all parties
- Assist any vulnerable service users by operating a fast-visiting service
- Assist in rent recovery action including service of Notice Seeking Possession and Notice to Quits. Provide assistance and advice to tenants entitled to welfare benefits
- Liaise with other agencies as required or requested

- Record all complaints according to the RMOs complaints procedure and pass to the appropriate member of staff for response. Monitor length of response time for records.
- Ensure that incoming post is recorded, acknowledged, distributed and progressed within an efficient administrative system
- Record, update the management information systems as required, including redecoration allowances, medical assessments, benefit applications, applications for repossessions, racial harassment cases, complaints as well as Board enquiries
- Accurate Word Processing of letters, general correspondence, reports, invoices and presentations.
- Assisting the Board and Estate Director in the production of regular newsletters for the Estate and preparing board packs.
- Prompt filing of general and confidential documents and correspondence
- Assisting callers and visitors to the Estate office in the administration of their housing or general matters, including new tenants, transfers, repairs, rents, rent arrears, garages and voids
- Provide advice and information to tenants on a range of routine tenancy or lease matters, both face to face and via the telephone, producing clear and concise file records detailing action taken
- Raising and progressing day to day repairs orders utilising the RMO's housing repair system, including dealing with payment schedules, processing invoices for payment, and arranging pre-post-inspections of work.
- Monitor rent arrears in accordance with the RMO's policy and procedure
- Take responsibility for the management and maintenance of the garages on the estate, including letting and monitoring of rent arrears.
- Assist the part- time finance consultant in providing an invoice monitoring system, entering details onto the database, checking those invoices match details held on the RMO housing repairs system, and distribute for authorisation
- Assist in informing residents with regard to any changes in or around their homes i.e. cyclical decorations programme
- Ensure that accurate records are kept with regards to all tenancy matters
- Assist the Estate Services Team Leader (or his deputy) with the monitoring of the gas-servicing arrangements.
- Assist the Estate Director ((or his deputy) with the monitoring of the parking contract.

- To ensure that the Estate Director and his deputy are aware of all problems affecting the estate (such as trip hazards, repairs of communal areas, nuisance neighbours) which are reported to or observed by others.
- To make a positive contribution to development of system, processes and services.
- Provide cover and support for colleagues as required.
- Establish develop and maintain effective working relationships with colleagues.
- To undertake training appropriate to the grade of the post.
- To undertake any other duties relevant to the grade of the post.
- To work with the RMOs Estate Services Team Leader to ensure an effective and efficient repairs and maintenance service is provided to its members.
- To liaise with the Estate Services Team Leader difficult or widespread maintenance problems, major repairs and/or improvement programmes.
  - To complete work to the standard laid down by the RMO.
  - To liaise with operatives / contractors / partners on day-to-day repair issues
  - To carry out regular estate inspections and ensure that repairs to common parts and services are processed, and other appropriate matters are brought to the attention of the Estate Services Team Leader.
  - To keep up to date with Health and Safety legislation, including the completion of Risk, Fire and COSHH assessments for the office and community hub and advise the Estate Director of any issues.
  - To be responsible for maintaining stocks of cleaning materials, maintenance and consumable materials including PPE/materials and equipment for the operatives.
  - To take payments for rent and service charges using a software package (paynet)
  - To coordinate bookings and welfare facilities for the community hub
  - To coordinate monitoring, internet connection and repairs for the estate CCTV
  - Coordinate service satisfaction surveys
  - Coordinate lettings
  - Undertakes garage, pram shed and tenancy inspections
  - Supervises work placements and apprentices as required

### ***Procurement***

- Ensure the contractors file and applications are maintained and distributed to contractors in advance of the new financial year

- Maintain, stock take and order stationery

### ***Stock Information, Database Management and Investment Planning***

- Carry out inspections of properties as necessary and report back on findings.
- Assist in the preparation of short, medium and long-term planning of future routine investment and planned programmes of work.
- Ensure work orders are provided to undertake works.
- Maintain a diary book and ensure the appointments planned with notification with being provided to residents.
- When necessary, liaise with residents to ensure effective communication on all work and programmes. Be customer focused and maximise consultation opportunities for residents.
- When necessary, liaise with residents to discuss and agree works and their priorities.
- Communicate, liaise and deal with residents to ensure positive solutions and resolutions of complaints.
- Work effectively to develop positive working relationships with others.

### ***Excellence in Service Delivery, Monitoring and Key Performance Indicators***

- Work the Estate Services Team Leader and contractors to monitor the pre and post inspection of routine, capital and cyclical maintenance and void works in accordance with performance indicators, service delivery targets and standards.
- Ensure that all works are undertaken in accordance with all statutory requirements, industry codes of practice and the RMOs procedures.
- When required, contribute to the development of technical and contractual aspects of partnering to achieve value for money and efficiencies.
- Proactively suggest improvements to working practices and management systems.
- Contribute to the general running of the RMO.

## **PERSON SPECIFICATION**

### **Education and Qualifications**

1. GCSE's or equivalent in English and Maths and other relevant experience.

### **Knowledge & Experience**

2. Knowledge, skills and experience in housing work and related functions.
3. Knowledge of the social housing environment and Tenant Management Organisations.
4. Knowledge and experience of using financial systems and software
5. Genuine commitment to tenant managed organisations, co-operative housing principles, and managing stakeholders' interests.

### **Skills and Abilities**

6. Be computer literate
7. Be self-motivated, have a flexible approach and a positive attitude.
8. High level written and verbal communication skills.
9. An ability to work effectively in partnership with the Chair and other Committee members.
10. Understanding of tenants' aspirations and concerns.
11. An appreciation of and commitment to the RMO.
12. A commitment to diversity and equality principles in relation to service users, residents, and colleagues.
13. Strong organisational and time management skills.
14. Demonstrate resilience in handling challenging situations

### **Working Environment**

15. Standard office hours as advertised with some evening and weekend work required.
16. Occasional travel.

**Note:** No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other duties commensurate with the post and to provide cover for other staff as requested from time to time.