

1. JOB IDENTITY

POST TITLE:	Housing Services Assistant	DEPARTMENT:	Housing Services
REPORTS TO:	Housing Services Support Team Leader	GRADE:	4

2. JOB PURPOSE

- Act as first point of contact for incoming calls, visitors and housing application enquiries. To provide comprehensive administration support to the Housing Services Department and carry out routine financial tasks.
- There is a responsibility for the post holder to demonstrate a commitment to Castlehill's aims and objectives.

3. MAIN DUTIES

- Provide first point of contact customer service and administrative support across all tenures and subsidiaries for all housing services functions, including Trust and Castlehill Solutions.
- At the first point of contact fully respond to email, telephone and face to face enquiries, from tenants, customers and other stakeholders using judgement and knowledge of the Associations policy and procedures using problem-solving skills.
- Liaise with other departments, tenants, and other agencies including local authorities and partner organisations with regards to TV Licences, Council Tax, HB, UC and Shared Ownership.
- Input tenancy and payment data into the Housing Management System accurately.
- Attend and produce the minutes for the Housing Services Team & Housing Services Support Team meetings. Carry out organisation and administration tasks associated with the team meetings.
- Assist with the production of the annual rent review.
- Provide comprehensive cover for the Housing Services Support Team Leader as and when required.
- Support applicants to make applications/bids on TheseHomes.
- Processing; cash, cheque, card, direct debits, HB and UC payments
- Create new tenant files and terminate former tenant information in accordance with the Associations data retention procedures.
- Prepare all outgoing mail and, organising any special deliveries or courier.
- Provide a typing service for letters, reports, questionnaires, newsletters etc for the Housing Services Department.
- Send out mail shots using mail merge and the Housing Management System in line with a customers preferred method of contact.
- Design, review and update procedures for administrative and customer service functions.
- Act as a Fire Warden for the Carden Place Office.

4. QUALIFICATIONS & TRAINING

- ESSENTIAL:**
- Educated to National 5 level or equivalent with relevant qualifications in Maths and English
- DESIRABLE:**
- Relevant qualification in customer services or administration

5. EXPERIENCE

- ESSENTIAL:**
- Previous experience of undertaking administrative duties
 - Experience of providing customer services using a variety of communication methods in an organisation providing services
- DESIRABLE:**
- Experience of taking minutes

6. KNOWLEDGE & SKILLS

- ESSENTIAL:**
- Proficient in the use of Microsoft Office packages including Word, Excel, Outlook, SharePoint and Teams.
 - Ability to work effectively with others as part of a team and use initiative.
 - Ability to communicate effectively and sensitively with a range of contacts via email, Teams, phone and face to face.
 - Flexibility with the ability to adapt in a fast paced and varied work environment
 - Ability to respect confidentiality with knowledge of General Data Protection Regulations
 - Good attention to detail with ability to work with a high level of accuracy
 - Good literacy and numeracy skills
- DESIRABLE:**
- Knowledge of the social housing sector

7. ADDITIONAL REQUIREMENTS

SSSC	<ul style="list-style-type: none">• Not applicable to this post
CRIMINAL RECORD CHECKS	<ul style="list-style-type: none">• Not applicable to this post
DRIVING	<ul style="list-style-type: none">• Not applicable to this post