

Job Description

Post Title	Housing Trainee
Post Number:	005099, 005100 & 005101
Service Area / Department	Tenancy and Income
SDU	Housing and Investment
Accountable To (<i>Line Manager</i>):	Housing Team Leader
Responsible For (<i>Direct Reports Post Title</i>):	N/A

1. Job Purpose

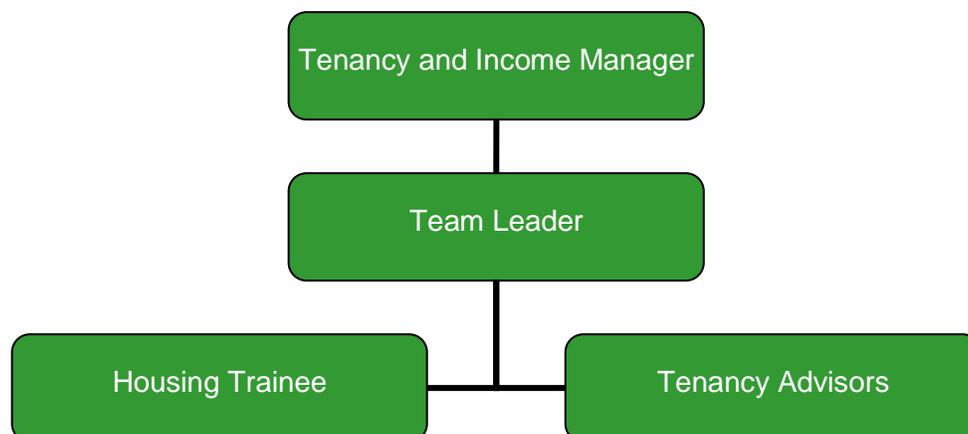
The post holders will be responsible for learning and delivering a comprehensive tenancy management service to all tenants and leaseholders in the area, including void control, and new tenancies, interviewing service users and dealing with general enquiries.

Day-to-day duties will involve the post holder in close liaison with all customers of the Housing and Investment service as well as colleagues in their teams and across all council services.

The post holders will be enthusiastic and committed to the delivery of excellent housing services and provide a front line housing management service, ensuring support to officers within the housing service teams.

The post holders will be confident, effective communicator with a customer focus and, engaging. They must also be diplomatic. They must be resilient to deal with sensitive and potentially complex issues.

2. Organisational Position



3. Key Accountabilities of the Post

- To undertake a rotational programme, spending time with the key areas within housing, shadowing officers, learning and developing an understanding of the housing and tenancy management environment.
- To learn how to effectively deal with first line enquiries from customers over the phone or face to face, and to offer basic advice or refer the customer onto the most relevant officer.
- To learn how to provide a fully comprehensive administrative and customer facing service to ensure the efficient and effective functioning of the housing services teams.
- To develop a basic broad range of housing services knowledge, so that customers' can be given correct information, support and advice, including sign posting to relevant services upon first contact.
- To provide an excellent professional customer contact service with a diverse range of customers dealing with general enquiries regarding the housing service. This will include customers, colleagues and external agencies.
- To be responsible for the housekeeping and inputting of data on the housing management systems and ensure all paperwork is filed utilising the appropriate systems and customer files hold relevant information and are kept up to date.
- To obtain customer feedback on services delivered, collate data and provide statistical information for the purpose of reporting performance.
- To deal with case management and work as a team with colleagues based in the tenancy and income teams, covering duties as directed by the Team Leader.
- To undertake basic research tasks and specific projects related to the housing service.
- To take responsibility for promoting and safeguarding the welfare of children and young persons/ vulnerable adults in your care and those who you come into contact with.
- To undertake initial interviews with tenants regarding tenancy related matters and tenant disputes.
- To undertake visits and interviews with tenants and their representatives. To provide a prompt, courteous and helpful response when dealing with queries from, or initiating contact with service users, their representatives or outside agencies.
- To liaise with all other housing and investment teams in order to effectively respond to a wide range of housing related inquires.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
- To ensure that duties are undertaken with due regard and compliance with the General Data Protection Regulation (GDPR) and other legislation.
- To maintain the highest professional standards for the tenancy and income service in accordance with the councils policy, and to monitor service delivery to ensure that the required standards are attained.

4. The role's key contacts and level of relationships with individuals, groups of people, agencies and external organisations

- Executive Portfolio Holder's
- Local Councillors
- Housing management Board members
- MP's
- Ombudsman
- Resident Groups
- Customers and their representatives
- Solicitors
- Police
- Variety of Agencies and professional bodies including, local Charities, Institute of Housing, CAB, North Herts College JCP+, DWP, contractors

5. Governance and corporate responsibilities

1. Undertake any additional responsibilities as directed by the line manager commensurate with the level and grading for the role
2. Adhere to the Council's policies, rules and procedures including, Health and Safety, Equal Opportunities, all other legislative responsibilities, governance, financial and procedural rules.
3. Ensure compliance to the organisation's Code of Conduct in the delivery and provision of services to staff and the community
4. Ensure compliance with Financial Standing Orders as required by the level of the post.
5. Stevenage Borough Council (SBC) is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff, volunteers and recruitment candidates to share this commitment. SBC shall take all reasonable steps to employ staff who are safe to work with children, young people and vulnerable adults. For posts identified with regular contact with these groups applicants will be required to undertake a Value Based Interview. The council supports the legislative requirements for employing and maintaining safer staff and the guidance specified by the Hertfordshire Safeguarding Children Board Safe Staffing Handbook 2010.

Person Specification

Post Title	Housing Assistant	Post Number	
Service Area / Department	Housing	Directorate	Communities

	Required Competencies	Essential	Desirable	How to be Assessed		
				Application	Test	Interview
<p>Knowledge, skills and abilities This covers all technical, specialist, procedural and organisation knowledge and skills required for the post, including numeracy and literacy, language, computer skills including software packages. Use and safekeeping of tools and equipment. Please include within this section any mandatory or desirable educational qualifications. Please note if equivalent knowledge can be obtained through work experience or other qualifications this should be noted.</p>	Minimum of 5 GCSE's at Grade C or above (or equivalent).	E				
	Ability and willingness to undertake a housing qualification.(minimum level Chartered Institute of Housing- CIH level 3)	E				
	Experience in the use of ICT packages including Microsoft Office products or equivalent	E				
	Knowledge of other relevant databases such as Northgate and react.		D			
	Excellent verbal and written communication skills and numeracy skills as applicable to the requirements of the post to communicate effectively both face-to-face, in writing and via the telephone.	E				
	The ability to share information clearly, concisely accurately and in ways that ensure common understanding.	E				
	Ability to work under own initiative as well as part of a team.	E				
	Ability to manage own workload, plan and prioritise to meet agreed targets.	E				
Ability to deal calmly and confidently in emotional situations and when dealing with angry or upset customers.	E					
Ability to compile, maintain and assist in the updating of complex filing and other systems.	E					
Ability to think creatively in order to anticipate and	E					

	<p>solve problems, and to take corrective action where necessary.</p> <p>Displays an awareness, understanding and commitment to the protection and safeguarding of children and young people and or vulnerable adults.</p> <p>The ability to demonstrate empathy, patience and understanding of customers' needs and requirements.</p> <p>Ability to perform accurate calculations on accounts and make payment arrangements.</p>	E	D	
<p>Experience This covers aspects of specific levels of experience required for the post including supervisory, management, demonstrable professional experience on a field required in the post</p>	Dealing with several projects at the same time.	E		
	Takes personal responsibility for delivering results always meeting deadlines.	E		
	Dealing with challenge customers and situations.	E		
	Resilience to deal with complex and challenging cases.	E		
	Experience of working in a dynamic environment.		D	
<p>Any other attributes required for the role not mentioned above This covers those additional job requirements such as rota working, able to attend meetings in the evenings and at weekends, access to own transport</p>	This post requires an enhanced satisfactory disclosure from the Disclosure and Barring Service (DBS)	E		
	Hold a valid driving licence and have access to a car for work purposes including business insurance.		D	
	Have a flexible working approach to hours. This includes evening visits, attending meetings to meet the needs of the services	E		
	<p>Good understanding of Equality and Diversity issues and the ability to implement the requirements.</p> <p>An understanding of Health and Safety requirements in relation to an officer role within the Housing and Investment service.</p> <p>Ability to represent SBC professionally and positively.</p>	E		