

Lancaster City Council - Job Description & Person Specification

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| Job Title: | Housing Assistant | Grade: | GG6 | Job Code: | LCC166 |
| Service/Team: | Housing and Property | Role Type: *Delete as appropriate | Hybrid | Reports to: | Customer Support Supervisor |
| Line Managers: *Title/s & LCC Code | n/a | | | | |

Job Overview

Responsible, as part of a team, for providing an efficient and effective service in response to enquiries both in person and via the telephone, and for providing administrative support to the wider council housing service as required.

Direct Responsibilities

- Receive and diagnose repair requests from tenants of Council properties, ensuring that they are awarded the appropriate priority so that the necessary remedial work can be instigated; liaising with the relevant members of staff where necessary.
- Provide appropriate advice and assistance to tenants and housing applicants and responding to any other housing related enquiries, liaising with the appropriate sections within the Council.
- Respond to any other enquiries which may be received and to offer the necessary advice and assistance as required.
- Work collaboratively across the service and with others to actively develop effective approaches to improving housing, health (including wellbeing), education and / or work opportunities for Lancaster District residents, reducing inequalities and improving residents lives.
- To have an active role in ensuring residents have opportunities to be connected with their local community, helping to facilitate this where required.

Primary Measurable Objectives

- Ensure that tenancy terminations are properly recorded, and that information is communicated to relevant members of staff.
- Log repairs and appointments using the housing management system.
- Assist with the preparation of new tenancies and ensure that all information is properly recorded.
- Signpost and offer advice on all tenancy and housing related matters, as appropriate.
- Carry out customer satisfaction surveys relating to the Council's repairs service (and any other as required)
- Resolve initial rent account queries and to assist with the monitoring of garage rents, to sign post and offer the necessary advice and assistance as required.
- Work, as required, with the Council's emergency out of hours service provider providing assistance and support in dealing with any enquires that have been sign posted to the service in relation to both council housing and other Council services.
- Undertake any filing and to provide general office support as required.
- Provide housing related literature on request.
- Undertake such other duties appropriate to the grade and experience as directed by senior staff.

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Staff Management Responsibilities

None

Person Specification

| Knowledge & Educational Requirements | Essential Criteria | Desirable Criteria | Assessed by: App Form, Interview, Certificate, Test, Other... |
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| Specialised Qualifications & Training | <p>5 GCSE's grade A-C including English and Mathematics (or equivalent qualifications).</p> <p>CIH Level 2 / Level 3 Certificate in Housing Practice or willing to gain the qualification.</p> | <p>A basic knowledge of building and maintenance technology is desirable.</p> <p>Customer service qualification is desirable.</p> | App Form, Interview, Certificate |
| Experience | <p>Ability to communicate clearly both verbally (face to face and telephone) and in writing.</p> <p>Well-developed listening skills and the ability to assimilate information.</p> <p>A commitment to customer care and the delivery of a quality service to members of the public.</p> <p>Ability to deal with challenging customers.</p> <p>Ability to work under pressure and meet set deadlines.</p> <p>Ability to record information accurately and concisely.</p> <p>Keyboard and/or typing skills including knowledge of Microsoft Office products.</p> <p>Knowledge of GDPR and Freedom of Information legislation desirable.</p> | <p>Experience of working in and office environment as well as home working.</p> <p>Experience in answering the telephone.</p> <p>Experience in working in a team.</p> | App Form, Interview |

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| | <p>Ability to act as an ambassador for the Council and its corporate aims.</p> <p>Ability to work effectively and flexibly in a team.</p> <p>Previous experience in dealing with members of the public.</p> <p>Experience of working in a busy, customer-focused environment.</p> <p>Proactive approach to problem solving.</p> | | |
| Job Related Skills, Knowledge & Abilities | <p>As this role is classed as public facing the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.</p> <p>A commitment to Lancaster City Council Values and Behaviours.</p> <p>Ability to exercise initiative and discretion.</p> <p>Can demonstrate a high level of accuracy.</p> <p>An understanding on why good customer service is important.</p> <p>Excellent IT skills, particularly in word and excel.</p> <p>With support, the ability to provide advice and guidance to staff and members of the</p> | | App Form, Interview |

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| | public, in relation to basic housing practice. | | |
| Personal Attributes Including Interpersonal & Communication Skills | <p>Excellent verbal skills.</p> <p>Excellent written skills.</p> <p>Able to demonstrate excellent customer service skills and commitment to providing a quality service.</p> <p>Can demonstrate reliability and self-motivation.</p> <p>Willingness to learn and develop administration skills.</p> <p>Knowledge of data protection and confidentiality.</p> <p>Excellent time management skills.</p> <p>Ability to work to deadlines.</p> <p>Ability to work effectively as part of a team.</p> <p>Ability to demonstrate a professional telephone manner.</p> <p>Knowledge of data protection and confidentiality.</p> | <p>Interest in working in Council Housing.</p> <p>Ability to exercise initiative and discretion.</p> | App Form, Interview |
| Special Requirements/Other | <p>As this role is classed as public facing the ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for the post.</p> <p>A commitment to Lancaster City Council Values and Behaviours.</p> | | App Form, Interview |

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| Additional information | | | |
| <p><u>Lancaster City Council Specific Knowledge</u></p> <p>Once in post, demonstrate:</p> <p>Understanding, implementation and adherence to Lancaster City Council's policies and procedures.</p> <p>Understanding, implementation and adherence to Our Values.</p> <p>Understanding of the post holder's own and their team's contribution to the Council's Corporate Plan.</p> <p><u>General Statement</u></p> <p>The above duties and responsibilities do not include or define all tasks that may be required of you. Duties and responsibilities may vary without changing the general character or grade of the role.</p> <p>As a normal part of your job, you are expected to routinely undertake corporate activities on behalf of your Directorate, appropriate to grade of the role.</p> <p><u>Learning and Development</u></p> <p>You are expected to undertake any training and development appropriate to the current and future needs of the post.</p> <p><u>Health & Safety at Work</u></p> <p>All members of staff are responsible for fulfilling their health and safety roles and responsibilities, as outlined in the Job Description above. It is the employee's responsibility to ensure that they are familiar with the Council's health and safety policy, procedures, work instructions and relevant risk or other health and safety assessments pertinent to their work tasks, and that they carry out their work tasks in accordance with the significant findings of such.</p> <p><u>Equal Opportunities</u></p> <p>Lancaster City Council is an Equal Opportunities employer and has equal opportunities policies with which you are expected to comply at all times. The City Council condemns all forms of harassment and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias.</p> <p><u>Climate Emergency</u></p> <p>You will be expected to conduct your work activities in a way that demonstrates understanding of, and alignment with the requirements of delivering the Council's response to the Climate Emergency.</p> <p><u>Community Safety</u></p> <p>Section 17 of the Crime and Disorder Act requires local authorities to consider the community safety implications of all their activities. Officers of Lancaster City Council should have an awareness of community safety and consider any community safety implications within their own area of responsibility.</p> <p><u>Safeguarding</u></p> <p>Lancaster City Council delivers a range of services and activities that impact on the lives of children both directly and indirectly. Safeguarding children, ensuring their welfare, safety and health is of paramount importance. We are committed to providing safe and supportive services that will give children the opportunities to achieve their full potential.</p> | | | |

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| Employee Signature: | | Print name: | | Date: | |
| Manager Signature: | | Print name: | | Date: | |

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