

Housing Assistant

Job Description

Service Area:	Housing Management
Post No:	EVH Grade 6
Location:	The Calway Centre, 16 Calway Road, Glasgow, G33 4RE
Reporting to:	Senior Housing Officer
Responsible for:	N/A
Last Reviewed:	June 2023
Next Review:	Circa 2024

About Calway

Established in 1985, Calway Housing Association is a community-controlled housing association operating in the Barlanark neighborhood of Greater Easterhouse, Glasgow. The Association's housing stock comprises 826 units, made up from a mixture of improved tenemental properties, new build flats and houses.

Our strategic plan is ambitious as we strive for our vision to ensure that "Calway will be a well-managed neighborhood with a good community spirit". The driving aim of Board and Staff is not only to improve the housing conditions of residents, but to reduce social inequality and to create a viable and sustainable neighbourhood. As part of this wider aim, we have developed the Calway Centre which delivers a wide range of services and opportunities to local people.

At Calway Housing Association, we are committed to promoting an environment of respect, understanding, embracing diversity and eliminating discrimination by providing equality of opportunity for all.

Purpose of the post

The Housing Assistant will be responsible for assisting with the delivery of the housing management service of Calway. The postholder will assist in providing activities of the housing management service whilst also ensuring that all services are of exceptional quality that maximises customer satisfaction.

Main responsibilities

- You will be responsible for the day-to-day management of the rent accountancy function.
- You will support the tenant sustainability policy and offer advice and support to tenants with appropriate referrals to Welfare Rights.
- You will support the effective implementation of policy and administration of the Common Housing Register and the Common Allocation Policy.
- You will support the Housing Officer and Senior Housing Officer in the coordination and collection of data and report writing for the management committee or sub committees as required.
- You will be responsible for the sign up of new tenants, advise them of their rights and obligations under the conditions of tenancy as well as visiting tenants to ensure they are settled in their new homes and that rent or any other benefits have been claimed.
- You will be required to attend training courses and/or meetings as and when required by Calvary Housing Association, which may be out with normal working hours.
- You will support the Senior Housing Officer & Housing Officers with a range of administrative tasks, as and when required.
- You will assist the Senior Housing Officer and Housing Officer carrying out the annual review of the CHR.
- You will support the Senior Housing Officer and Housing Officer with the delivery of the Association's Estate Management Policy within your areas of responsibility to include complaints, inspections and void control.
- You will support in the design and production of high quality and informative press releases including but not limited to social media, articles, newsletters etc.
- You will be responsible for ensuring that records kept or collected by the Association are in accordance with the requirements of Data Protection legislation.
- You will assist in ensuring all necessary steps are taken to ensure the Association's property and assets in the care of the section are secured against all reasonable foreseeable risks of malicious or accidental damage, theft or other perils.
- You will, together, with the Management team, keep up to date on current legislative and regulatory obligations and good practice in order to achieve excellent outcomes and standards
- You will support the collection of data to demonstrate compliance with the Scottish Housing Charter.
- You will support the review of housing systems and any other IT systems to ensure systems are developed to full potential for Housing Management.
- You will carry out any other relevant duties at the request of the Senior Housing Officer, Operations Manager or Director which are appropriate to the post.
- You will comply with all the Association's health and safety policies, requirements and relevant legislation ensuring that all activities are discharged in a safe manner whilst minimising risks at all times.
- You will comply with all Association policies and procedures and assist in any review of relevant services and policies as and when required.
- You with agreement may be required to cover the work of others in the event of short term absence, staff shortages or operational requirements.
- You will be the first point of contact for telephone, email and reception enquiries.

Knowledge, skills and experience

- Educated to SCQF Level 5 e.g. credit or equivalent, including English.
- Professional Housing Qualification (desirable).
- Current knowledge of Scottish Housing Legislation and regulatory requirements (desirable).

- Experience of using SDM or other Housing Management software (desirable).

Key attributes and other important information

- Calvay HA believes that all employees/future employees are responsible for safeguarding vulnerable people/adults at risk and will ensure the relevant policies are adhered to.
- Ability to priorities and work to meet deadlines.
- Excellent communication skills, both verbal and written.
- Excellent level of numerical ability with a focus on attention to detail.
- Ability to use own initiative.
- Ability to work on own initiative and work as part of an effective team.
- Ability to analyse, interpret, explain and summarise data and issues in a logical manner.
- Ability to maintain confidentiality when dealing with personal sensitive information.
- Professional approach to work, displaying honesty and integrity.
- A strong commitment to high quality customer service.
- Excellent IT & general administrative skills.