



Job Title:	Trainee Housing Services Officer
Grade:	Professional & Administrative Grade 2
Responsible To:	Housing Manager
Responsible For:	N/A
Purpose:	The Trainee Housing Services Officer is responsible for assisting in the efficient and effective management of the Association's housing stock, offices and finances as agreed by the Management Committee.

The Trainee Housing Services Officer will provide administrative support in the following areas:

1. HOUSING MANAGEMENT

- a) Undertaking waiting list interviews and processing housing applications.
- b) Waiting list administration to ensure that applications and the waiting list are accurately maintained.
- c) Processing documentation and supporting information provided in relation to housing applications.
- d) Processing of termination of tenancies and the allocation of new tenancies.
- e) Undertaking settling-in visits and new tenant surveys.
- f) Processing requests from tenants looking to exercise different tenancy rights.
- g) Pursuing rent arrears, issuing correspondence and responding to disputes.
- h) Liaison with the local authority and the DWP with regards to claims for Housing Benefit or Universal Credit.
- i) Liaison with external organisations to support tenants to manage and sustain their tenancy.
- j) Carrying out estate management inspections, logging inspection details and administering necessary follow-up action.
- k) Liaison with Association's contractor in relation to estate management services.
- l) The investigation and resolution of anti-social behaviour complaints.
- m) Dealing with general enquiries from customers in person or via telephone and email.
- n) Promotion of tenant participation and engagement.
- o) Dealing with the local authority in relation to council tax queries.
- p) Maintenance of Housing Services files and records
- q) Liaison with external agencies as required such as environmental health, cleansing department, community relations unit, fire service and police.



2. MAINTENANCE

- a) Organising planned maintenance work.
- b) Administration of property insurance claims.
- c) Carry out and record the outcome of void property inspections.
- d) Administer the Association's obligations with respect to the carrying out of property safety checks.
- e) The day-to-day recording of repairs reported and liaising with contractors to arrange repairs.
- f) Processing of contractor invoices.
- g) Liaising with contractors regarding on-going works.
- h) Issuing, collating and recording tenant satisfaction survey information.
- i) Administering rechargeable repairs arrears, issuing correspondence and responding to disputes.
- j) Carrying out estate management inspections and logging inspection details.
- k) Dealing with general enquiries from customers.
- l) Processing alteration & improvement requests.
- m) Attending forced access appointments as required.
- n) Monitoring the register of close fobs / keys.
- o) Liaise with external agencies as required such as environmental health, utilities and police.
- p) Schedule appointments for maintenance progress meetings.

3. OFFICE ADMINISTRATION

- a) Opening and closing of main doors in accordance with opening hours; ensuring front garden is free from litter each morning; ensuring public reception area is kept neat and tidy throughout opening hours; ensuring interview rooms are adequately stocked with required information leaflets and forms; and ensuring reception desk is kept neat and tidy at all times.
- b) Provide a courteous and professional point of contact for all visitors to the office reception area and in response to telephone enquiries.
- c) Record all mail-in and mail-out in accordance with procedures; assisting in local mail deliveries as required; filing (including electronic filing) of documents as requested including document archive scanning and shredding; monitoring and recording of stationery and consumable printing stock and ordering replacement stock as necessary.



4. GENERAL

- a) Attendance at close and block meetings as required.
- b) Attending seminars, training courses and other events as appropriate and preparing reports thereon as required.
- c) Carrying out any other duties appropriate to the position as required and at the discretion of the Director or the Management Committee. This will normally be by agreement with the post holder.

Note No job or organisation is static and therefore all job descriptions may be reviewed periodically as part of any staff appraisal system. Performance may be monitored and appraised against the job description and against targets set in the business plan and any staff appraisal.

Signed _____ Date _____

Post holder confirmed and agreed

Signed _____ Date _____

Director confirmed and agreed