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## Plymouth Community Homes

### JOB DESCRIPTION

**POSITION:** Assistant Housing Officer

**RESPONSIBLE TO:** Housing Officer

**LOCATION:** A location within the company's operational area

### SUMMARY OF ROLE

Your role is to support the Housing Officer and your team in the delivery of an excellent estate management service. You will do this by working in a way that shows genuine commitment to providing a good quality of life for people living on PCH estates. This will mean demonstrating, by word and action; that you are interested in ensuring that the views and priorities of the customers are taken into account in all aspects of service delivery with which you assist.

### KEY TASKS

- Assist customers with their queries, by telephone, in person, via e-mail / web-based methods, and via any other correspondence. This may be at Plumer House, our Service Information Centre in Frankfort Gate, or any other location deemed necessary to provide a customer focussed service
- Actively seek out information and/or other contacts for customers, where you need to, making it clear to the customer where you are retaining ownership of the query, or whether (and to whom) you are passing it for further attention.
- Assist in joint working with others at PCH and from outside the Company, to improve the quality of the services provided.
- Make accurate and timely records of all contact, according to current protocols.
- Assist with home, garage, and commercial property tenancy commencements and tenancy terminations, ensuring that customers are given an efficient and effective service that minimises void periods.
- Assist with inspection of all types of PCH property where required, in connection with voids, lettings; transfers; exchanges; stock profiling and similar activities.
- Assist with estate inspections and taking action to remedy untidy gardens

- Assist with testing and researching customer views and opinions, through direct and indirect contact, both in the office and out in the neighbourhood.
- Assist with initial investigation of issues arising in connection with tenancy conditions, for example queries; reports and complaints arising from customers or others living in the neighbourhood covered by your Team.
- Assist with events designed to engage customers, for example surveys; focus groups; tenant / leaseholder groups; continuous improvement groups; special projects; estate fun days etc. (NB: Some events or meeting may be held in the evening or at weekends – attendance is a normal part of this job.)
- Carry out team administrative, record-keeping and data capture functions as required by your manager.

**Plymouth Community Homes**  
**PERSON SPECIFICATION**  
**Assistant Housing Officer**

Requirement	Essential	Desirable
<b>Experience</b>	<p>Administrative experience or other experience requiring the ability to organise and maintain a number of areas of work, in parallel.</p> <p>Positive attitude and demonstrable commitment to working in a demanding, customer-focussed environment will be vital.</p>	<p>Previous experience of working for a social housing provider</p> <p>Previous experience of working to improve customer satisfaction, in a paid or voluntary capacity, preferable in the “third sector”</p>
<b>Knowledge</b>	<p>Knowledge of the function of social housing, and an appreciation of the role of the third sector in working with a diverse range of people, some of whom are socially or financially excluded.</p>	
<b>Skills / Abilities</b>	<p>Skill in building rapport &amp; relationship with a wide range of customers and staff.</p> <p>Can work well in a team, as well as on own initiative</p> <p>Good communication skills, both verbal and written.</p> <p>Proficient use of I.T. including Word, Excel, and Outlook applications.</p> <p>Ability to quickly assimilate a wide range of information and operating procedures, consistent with working in a regulated, customer-focussed sector.</p> <p>Can work quickly and accurately, on a range of duties.</p> <p>Ability to prioritise and persist diligently with a varied caseload, ensuring tasks are completed in a timely manner.</p>	

<b>Qualifications</b>	5 GCSEs at Grade “C” or above, including English and Mathematics or equivalent.  An entry-level qualification in the social housing; property or related professions, <u>or</u> the willingness and capacity to commence such study (some of which will be in the post-holders’ own time).	A-level / degree level education  Higher-level qualification in social housing; property or related professions.
<b>Physical Requirements</b>	Capability of accessing and moving around offices, homes, and other sites of work	Access to, and willingness to use, own transport

**Note:** PCH is committed to providing access, aids, adaptations and alternatives wherever possible and reasonable to enable disabled people to fulfill the criteria for, and undertake the duties, of its jobs.

## **GENERAL RESPONSIBILITIES**

### **1. Confidentiality**

The post holder must maintain confidentiality of information about staff and residents and Plymouth Community Homes and Plymouth Community Homes Manufacturing Services Ltd (hereinafter referred to as PCH) business and be aware of the Data Protection Act 1998.

### **2. Standards of Business Conduct**

PCH expect all employees to maintain the highest standards of personal and business conduct at all times. The handbook sets out the PCH expectations under sections: Code of Conduct and Declaration of Interests, copies are available from the Human Resources Department at Plumer House.

### **3. Health & Safety**

The post holder should be aware of the responsibility placed on employees under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment.

### **4. Equality & Diversity**

PCH is opposed to direct and indirect discrimination and aims to promote equal opportunities. Any employee of PCH is required to treat all colleagues, customers, stakeholders and partners equally, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All employees must abide by these principles and comply with PCH policies and strategies in support of these principles which may be issued from time to time by PCH.

## **5. Training and Development**

To attend appropriate training courses and supervision meetings as required.

## **6. Communication**

To attend staff and team meetings.

## **7. Risk Management**

Consider and follow the PCH Risk Management processes when participating in service planning and delivery.

## **PURPOSE OF A JOB DESCRIPTION**

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible PCH reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.