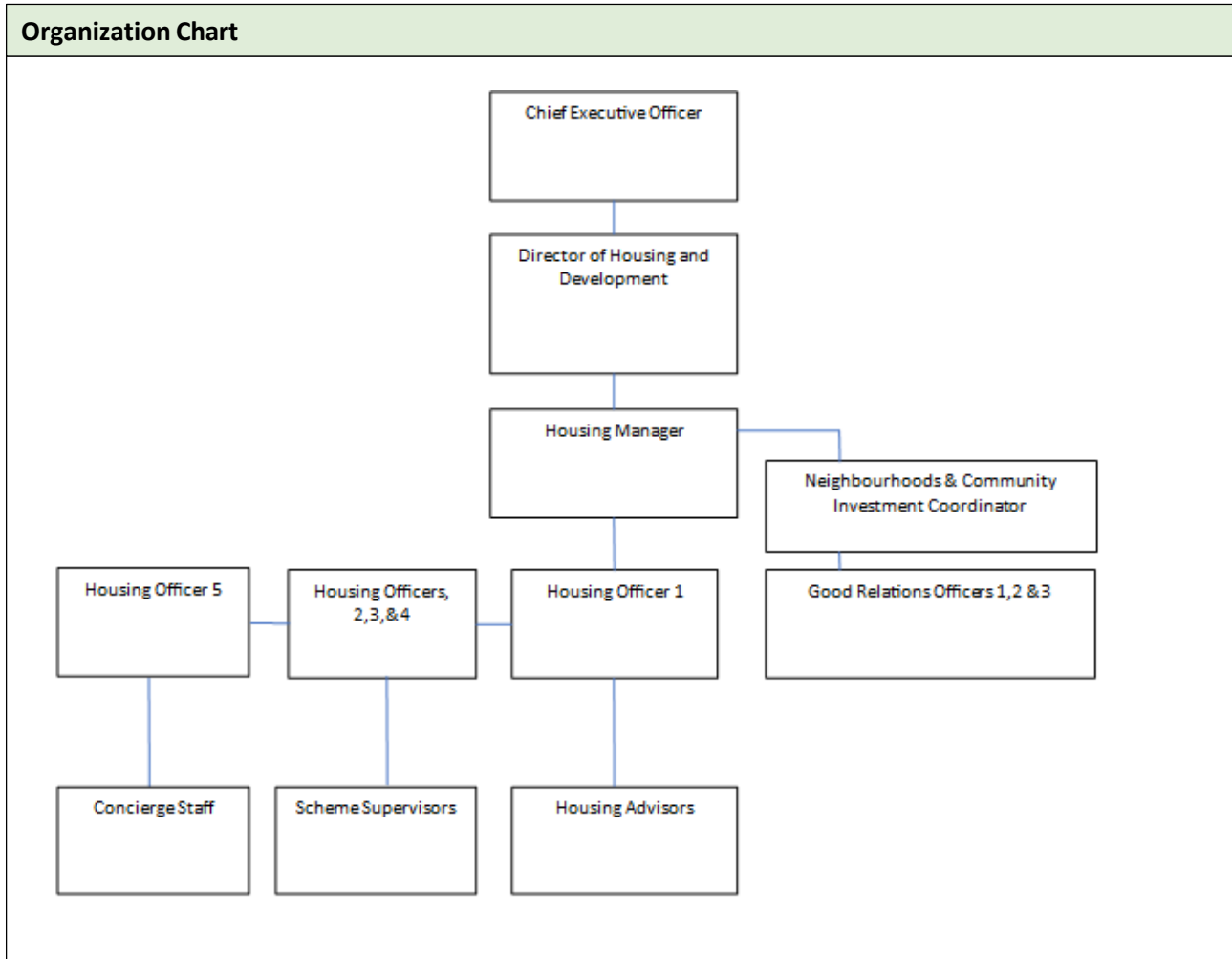


Job Description and Person Specification

JOB DESCRIPTION: Housing Advisor

Job Title	Housing Advisor
Directorate	Housing and Development
Grade	Band 3 Level 1- 4
Reports to	Housing Manager
Budget responsibility	N
People Manager responsibility	N
Number of direct reports	NA
Indirect reports	
Locations / Usual Base	Ballymoney
Hours of work	37



Job Purpose:

The Housing Advisor will act as the first point of contact when tenants and other customers contact the housing management team and deal with initial enquiries. The post holder will also provide administrative support to the Housing Manager and a team of housing officers.

Job Description and Person Specification

Key Responsibilities:

- Provide an excellent customer service by acting as the first point of contact for tenants and other customers who contact the housing management service.
- Deal with house sales enquiries by providing information on the Association's policy and processing initial applications
- Generating offers of housing accommodation and assisting housing officers in the allocation process
- Creating and maintaining tenancy records
- Providing advice and guidance to tenants and customers reporting neighbour nuisance and anti-social behaviour including recording and investigation of first reports and low-level cases
- Provide helpdesk cover across the Housing Directorate as/when required

Job Description and Person Specification

- To provide advice and guidance to tenants and customers relating to complaints about service quality
- Monitoring rent accounts and taking first stage arrears recovery action
- Processing rent payments from tenants
- Monitoring empty properties and providing weekly reports to the housing manager
- Assisting in initiatives relating to tenant involvement, tenant participation tenant led inspections, tenant scrutiny and community involvement (including shared future programmes and participatory budgeting) within the housing management service
- To attend meetings, conferences, seminars, courses and events and help with community/resident group evening meetings as required
- Scheduling appointments for housing officers to deal with more complex housing issues
- Monitoring appointments and providing tenants and customers with updates
- Dealing with enquiries about floating support waiting lists
- Recording outcomes for floating support cases and providing reports to the Floating Support Manager
- Providing administrative support to a team of housing officers
- Establish and maintain manual and electronic records and filing systems and inputting data onto computerised and electronic systems
- Assisting with promoting the service by designing leaflets, updating information on the website and the tenants' self-service portal and offering digital assistance for customers

NB: Specific duties will vary from time to time: the above list is intended to indicate the general nature of the post and is not exhaustive. The post holder will be expected to be flexible in supporting the Housing Management Service by undertaking any responsibilities which are commensurate with this grade.

Working Relationships:

The Housing Advisor will need to establish and maintain effective working relationships with the following:

- Housing Manager
- Housing Officers
- Finance Department
- Property Services Department
- Joint Management Partners
- Tenants and their representatives
- General public
- Public Representatives

PERSON SPECIFICATION: Housing Advisor

Specific Knowledge
<ul style="list-style-type: none">• Strong knowledge of administrative systems• Excellent working knowledge of Microsoft Office applications• Working knowledge of the housing management process• Working knowledge of Northern Ireland Common Selection Scheme
Skills and Abilities
<ul style="list-style-type: none">• Excellent IT skills• Excellent organisational skills• Excellent communication skills• Excellent interpersonal skills• Excellent telephony skills• Ability to work as part of a high performing team• Ability to plan and meet deadlines and work under pressure• Ability to analyse data and prepare reports to management
Experience
<ul style="list-style-type: none">• Minimum of 2 years' experience working in a busy office environment• Minimum of 2 years' experience working in a customer service role• Experience of working in a housing management department (desirable)• Experience of preparing reports for management
Education/Training
<ul style="list-style-type: none">• 4 GCSEs at grade C or above (or equivalent) including English Language and Mathematics• 2 A Levels (Desirable)• Chartered Institute of Housing Level 3 Award in Housing (Desirable)• Degree in a relevant subject or housing management qualification (Desirable)