**Job Description: Assistant Housing Officer**

Accountable to: Designated Housing Officer, Housing Manager

Team: Housing Management

Hours: Full-time (35 hour week) 8am to 4pm Monday to Friday

**Aims of the Association**

Our purpose is to provide well managed, affordable homes for local people in housing need. We strive to create an environment which changes people’s lives.

This exciting and varied post will play an important role in the achievement of these aims, in supporting other staff and offering a professional service to applicants and residents.

**Main Responsibilities – shared with other Assistant Housing Officers**

· To deal with customers coming into the office and on the telephone in a professional, friendly and inviting manner.

· A crucial part of the role is to deal with as many of the phone calls and people visiting the office as possible in the first instance, minimising interruptions to the rest of the Housing Management team.

**Housing Management - to assist Housing Officers, specifically your designated Housing Officer, with the below:**

· Ensuring tenancies are well managed and to deal with breaches of Tenancy Agreements.

· Ensuring estates are kept tidy and issues such as inappropriate parking and unwanted refuse/fly tipping issues are managed.

· Ensuring that rents are paid in a timely manner, rent arrears monitored and debts collected in line with policies, procedures and targets. Including maintenance re-charges.

· Managing the lettings and partial ownership sales of properties ensuring properties are empty for the minimum time.

· Inspecting properties and visiting residents in their homes where appropriate.

· Providing office cover, essential in a small office.

· Assisting in managing other housing projects such as extra care accommodation or key worker housing.

· Developing effective links with States’ Housing and other agencies in order to manage tenancies effectively and support residents where appropriate.

· Providing advice to tenants and applicants on tenancy or other issues.

· Multi-agency working including joint visits and meetings

# Office Duties – shared with other Assistant Housing Officers

· Responsible for ensuring the office is open promptly at 8am Monday to Friday.

· Responsible for managing the security of the office and cabinets.

· To ensure the answer machine is automatically switched on at 4pm and turned off at 8am, manually adjusting for bank holidays and staff training. Listen to messages and take relevant action dealing with them swiftly.

· Opening, date stamping and distributing all incoming post. To stamp all post and ensure all outgoing mail is collected from the office on time.

· Closely monitoring stocks and ordering/collecting all stationery and office provisions when required.

· To ensure the visitors book is signed and kept up to date.

· Delivering and collecting documents.

· Receive and input payments on to the GHA in-house IT system, issue receipt and pass payments to Finance.

· To ensure the office is kept tidy including the reception area and be responsible for arranging the collection of all GHA’s confidential shredding.

· To prepare / authorise Housing Management utilities invoices for payment.

· To occasionally filter calls from Alderney Housing Association when the AHA Manager is on leave.

· Filing both physical and scanned documents.

· To assist with providing drinks for visitors to the office as requested.

· To assist with updating and maintaining sufficient stocks of all written material such as application forms, information leaflets, newsletters and updating some website information.

· To be an acting fully qualified first aider and fire marshal (full training will be provided).

· General administration duties as required for example arranging staff social events etc.

· Responsible for all keys held in the office, ensure correct labelling and that all keys signed out are returned to the office.

· To provide cover for the Allocations Officer in registering partial ownership applications and allocating general rented properties from the Single Gateway waitlist.

· To assist the Housing Manager with duties as requested, which will involve undertaking small projects.

· To be responsible for all parking issues on GHA estates, inclusive of arrears management, Terre a l’Amende matters and occasionally attending Petty Debt Court if required (full training will be given).

· To monitor and respond to or forward as necessary initial general incoming GHA email enquiries.

# Additional Information

· To adhere to Guernsey Housing Associations policies and procedures.

· Evening and weekend work may very occasionally be required for which time in lieu will normally be given.

· To undertake relevant training where appropriate which may require short term off island visits.

· To undertake any other duties as requested commensurate with the post.

· To work independently and closely within the tenancy team and the office staff as a whole.

· Essential to have a valid driving licence and use of a Motorcycle or car.