



Role Profile

Housing Assistant

Reference No.	A4549	Type	Individual
Service	Housing		
Job Family	Para Professional 2	Grade	FC4

Purpose

To deliver a range of technical or specialist housing support to people, programmes and projects across frontline housing operations; ensuring that important knowledge and information is made available enabling housing service standards to be achieved.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

Delivering a range of technical or specialist housing support within housing management programmes and projects

Sustaining communities through working on projects linked to tenancy sustainment, housing allocations, rent collection, older persons' housing, temporary accommodation and/or to enhance and improve estates and neighbourhoods.

Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility

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Educated to SCQF level 5, which includes National 5 or SVQ level 2 in Housing or equivalent	✓	
Ability and commitment to undertake training - including Homepoint and SVQ Housing qualifications	✓	
Experience of interpreting and applying relevant housing legislation, policy, procedures and best practice (Deliver results - See 'How We Work Matters' Framework)		✓
Experience of working with internal and external partners to improve housing operational activities		✓

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	Ability to consult and obtain feedback from customers on projects to enhance and improve housing operational activities	✓	
Responding to varied problems or situations arising through contact with people and from housing programmes and projects.	Ability to work independently to address routine problems by applying analytical and problem solving skills	✓	
	Skilled in assessing and appraising complex information, problems or situations		✓
	Ability to identify and respond to incidences where agreed policy and practice is not adhered to or legislation is breached (Take ownership)		✓
Advising and guiding customers and stakeholders through direct contact or referrals to wider services.	Ability to provide excellent customer care (Focus on customers)	✓	
	Knowledge of a range of housing advice and support services		✓
Communicating to customers and stakeholders around specific technical or specialist areas of activity.	Skills in using a range of communication methods such as face-to-face meeting, telephone, email	✓	
	Ability to communicate with confidence around specific technical or specialist areas of activity		✓
Working generically to meet a range of business requirements and to ensure the effective delivery of housing services.	Ability to work flexibly within established procedures and policy guidelines to achieve positive housing outcomes	✓	
	Ability to provide a regular and effective service within an area based housing operational setting	✓	
	Ability to manage workload to deliver within required timescales	✓	

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<p>Collating and maintaining data and information in line with corporate policies and service procedures.</p>	<p>Organisation skills for collating and maintaining manual data and information some of which may be sensitive in nature</p>	✓	
<p>Developing services through participation in teams and service groups, using knowledge and experience to improve customer and stakeholder outcomes.</p>	<p>IT skills including word processing, data input, filing, ordering, spreadsheets, graphics and email Embrace technology and information)</p>	✓	
	<p>Accuracy in monitoring and checking financial data on behalf of others</p>		✓
	<p>Ability to self-serve a range of transactional processes</p>		✓
	<p>Ability to promote continual service improvement through participation in teams and service groups (Work together)</p>		✓
<p>Undertaking all other duties as required for the role. Duties will be in line with the grade.</p>			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

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Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results