

Job Title	Assistant Housing Officer
Department:	Waltham Estate RMO
Responsible to:	Estate Manager
Responsible For:	0 Staff
Significant Relationships:	Tenants RMO Committee Members Waltham Estate RMO Staff Suppliers and contractors Visitors/ Members of the public.
Location:	Based at Waltham Estate RMO, Thornicroft House SW9 9PT
Special Conditions:	The post is offered on the basis of a 37 hour week. Some weekend and evening work will be required for which time off in lieu will be given.

Job Purpose

- Providing comprehensive, proactive and efficient housing and administrative support to Waltham Estate RMO, ensuring all agreed timescales and service standards are achieved.
- Contributing to the overall smooth and efficient running of the team to ensure the delivery of a professional and customer-focused service.

Key Responsibilities

1. Ensuring that all duties are carried out in line the Waltham Estate RMO policies and procedures, including cash control systems and security measures are adhered to.
2. Assisting the Housing Officers in managing the allocations and lettings service. Receiving nominations from the partner agencies and processing these applications.
3. Assisting the Housing Officers in managing the pursuance of rent arrears up to and including eviction action.
4. Dealing with enquiries in line with Waltham Estate RMO policies and procedures.
5. Assisting the Housing Officers to investigate, monitor and resolve complaints of anti-social behaviour.
6. Assisting the Housing Officers in the collection of data regarding the tenancies and properties on Waltham Estate RMO.
7. Assisting in the promotion and marketing of Waltham Estate RMO.
8. Issuing repair orders and updating on progress of such, including the effective turnaround of void properties.
9. Assisting the Finance team in the processing of invoices and payments onto the accounts.

10. Attending training courses as appropriate to the grade of post.
11. Maintaining all computer and administrative systems related to the services provided by Waltham Estate RMO, including compiling reports and statistics for the Waltham Estate RMO Committee.
12. Carrying out necessary administration tasks required for the smooth running of Waltham Estate RMO.
13. Ensuring the observance of the RMO's Equal Opportunities and Race Equality policies and the application of their principles in all aspects of service provision.
14. Undertaking any other duty relevant to the grade of the post as may be required by the Estate Manager.

No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other duties and to provide cover for other staff as requested from time to time.

Person Specification:

Housing Assistant

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW
Qualifications	<ol style="list-style-type: none"> GCSE level education in Maths and English or equivalent and Relevant Housing qualification or Level 2/3 qualification in Business Administration or Qualified by experience to equivalent level. 	✓	
Professional Knowledge and Experience	<ol style="list-style-type: none"> Experience in housing and/or office environment and administration role. Knowledge of the social housing environment and Tenant Management Organisations. Experience of delivering high quality housing and administration services Experience of working in a customer focused service delivery environment. 	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓
Skills and abilities	<ol style="list-style-type: none"> An appreciation and commitment of WERMO corporate objectives. Strong interpersonal skills at all levels. Ability to deliver excellent customer service. 	✓ ✓ ✓	✓ ✓ ✓

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW
	4. Strong verbal and written communication skills with the ability to write clearly, logically and concisely.	✓	✓
	5. Strong IT skills and the ability to use Microsoft Word, Excel and Outlook and other appropriate software packages.	✓	✓
	6. Excellent organisational and time keeping skills.		✓
	7. Ability to plan and prioritise workload.		✓
	8. Ability to work to strict deadlines whilst maintaining high standards		✓
	9. Shows resilience in handling conflict and dealing with difficult people.		✓
	10. Demonstrates drive and enthusiasm and determination.		✓
	11. Co-operates and participates with others willingly to achieve set objectives.		✓
Flexibility and Commitment	1. Commitment to attending evening and weekend meetings and events as required.	✓	✓
	2. Willingness to contribute to and be actively involved tenant involvement and community empowerment activities and events.	✓	✓
	3. Commitment to fairness, equality and diversity.	✓	✓

Terms & Conditions:

Housing Assistant

Details of full terms and conditions of employment will be provided in a formal offer to the successful applicant. The following outlines the main aspects of the employment package:

Salary: The annual salary is £19250.

Contract: Permanent contract

Expenses: The post holder will receive the appropriate mileage allowance where a car is used for business purposes. All reasonable business expenditure will be reimbursed on production of receipts.

Pension: – WERMO operates works place pension scheme and you be will required to enrol initially or transfer any existing pension scheme.

Hours of Work: The post is offered on the basis of a 37 hour week.

Annual Leave: Annual leave entitlement is 20 days plus an additional four days (25 days in total) at the beginning of the holiday year following completion of five years' service.

Bank Holidays and Additional Days: Waltham Estate RMO staffs are entitled to 8 additional days leave that fall under the categories of Bank Holidays and additional concessionary days. These are added to annual leave entitlement as some bank/statutory holidays may be worked.

Probationary Period: The post will be subject to a six months probationary period.

Notice Period: The post holder may terminate their employment with Waltham Estate RMO by giving one month's written notice. The minimum period of notice to which the post holder is entitled to receive from Waltham Estate during the probationary period is one week and then four weeks for up to five years' service. Thereafter, notice entitlement increases by one week for each year of continuous employment, up to a maximum of 12 weeks' notice. Notwithstanding the anticipated date of termination indicated in this contract, Waltham Estate RMO reserves the absolute right to terminate your contract at any time by giving you notice.

Health Screening: All employees joining the organisation are asked to complete a 'Health Declaration' form.

