

Job description and person specification

Job Title:	Specialist Housing Services Assistant
Level:	Team member
Grade:	Scale 3
Team:	Specialist Housing Services
Reporting line:	Head of Specialist Housing Services
Financial scope:	None
DBS check required:	No

What is the purpose of my job?

As Specialist Housing Services Assistant I will work with my colleagues to provide a seamless, high quality, administrative support service. Meeting performance targets and striving to improve specialist housing services while maximising income.

In my job I will:

Manage the administration of postal and electronic enquiries for Home Ownership and Home Makers. Ensuring all enquiries have been logged and scanned accurately and are allocated to the appropriate person to resolve.

Be responsible for maintaining the home ownership and Lettings inbox ensuring that incoming electronic mail is acknowledged and forwarded for logging and resolution.

Be responsible for allocation of CRM cases to teams, ensuring team members and managers are aware of impending deadlines.

Process and allocate payments received in conjunction with the finance team to ensure that the management accounts are accurate and arrears action can begin promptly and efficiently.

Co-ordinate the dispatch of mailings, ensuring that documentation is collated and packaged accurately, efficiently and that the risk of a data protection breach is minimised.

Manage the appointments diary for Home Makers, ensuring that all valuations and viewings are booked in with the minimum amount of waiting time.

Prepare lettings packs for prospective Home Makers tenants and administrate the referencing process, ensuring that all references are indexed and electronic records are updated within 24 hours of receipt.

Take minutes of meetings as and when required, ensuring that electronic copies are issued within five working days of the meeting.

Maintain electronic and hard copy records, reports and spreadsheets as necessary for the efficient operation of Specialist Housing Services.

Provide administrative support to the Head of Service, ensuring diaries are well managed and all documentation is filed or scanned as appropriate and accessible by team members.

Job description and person specification



Be responsible for raising purchase orders and coding invoices for Home Makers for approval within five working days of receipt to ensure that payments can be made promptly.

Attend liaison meetings as required with internal teams. Build good relationships for essential working co-operation between service areas and teams. Work flexibly to meet the needs of the service with the understanding that some out of hours working will be necessary.

Provide excellent care to internal and external customers and promote the profile of Specialist Housing Services.

Attend and participate, as a representative of phoenix community housing, at training events as required, to further develop knowledge in home ownership, leasehold management and lettings, taking every opportunity to ensure that Phoenix is at the forefront of service delivery and innovation.

Keep up to date with changes to law, policy and good practice and share information with my colleagues and team.

Be familiar with and act at all times in compliance with Phoenix's values, policies, procedures, standing orders and financial regulations.

Carry out other duties within the scope and spirit of the job, and in accordance with the level of the post, as required.

My health and safety obligations

In my role I have a duty of care under the Health and Safety at Work Act. This means I will be familiar with the relevant legislation and will work in a safe way. As a team member I will take responsibility for my own safety as well as my team's safety and work in collaboration with the Health and Safety Officer to minimise any potential risks.

My safeguarding obligations

As part of my wider duties and responsibilities I am required to promote and actively support Phoenix's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting people from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns I might have. It isn't just about the very old or the very young, it is about everyone who may be vulnerable.

This job description lists key responsibilities and is not exhaustive. It may be reviewed from time-to-time in consultation with my manager in accordance with the needs of the service.

Person Specification

Section	Criteria
Experience, Knowledge, Understanding	Track record in administration role Good organisational skills to fulfil the administration functions of the role. Ability to work as a member of a team. Confident in managing information.
Education and Qualifications	Good standard of secondary education Willing to undertake Housing qualification.
Skills	Excellent IT Knowledge, in particular Microsoft Office. Good interpersonal skills Good communication skills and ability to relate to external and internal contacts in a positive way. Able to maintain confidentiality within the parameters of the work involved. Good standard of literacy and Numeracy skills
Equality and Diversity	Demonstrate commitment to equality of opportunity in employment and service provision.
Phoenix Strengths	Demonstrate commitment to the Phoenix Strengths: <ol style="list-style-type: none"> 1. Community 2. Customer 3. Consideration 4. Collaboration

*If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet requirements.

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I will demonstrate the Phoenix Strengths as a team member:

Strength	Definition
Relating (Community)	People strong in Relationships are driven by making a difference to the community. They successfully build and maintain relationships with a wide range of people, being socially adaptive, and draw on these partnerships to help achieve objectives.
Teaming (Community)	People strong in Teaming work as a collective to achieve results that serve the community. They are always focused on the collective organisation, putting shared interests ahead of their own, and pride themselves on taking ownership as a team.
Serving (Customer)	People strong in Serving focus on the customer and take personal responsibility for meeting their needs. They love to help others and are always motivated by giving customers and colleagues an amazing level of service.
Doing (Customer)	People strong in Doing serve the customer by making things happen. They take an idea and bring it to life in a way that is practical and cost effective. They are motivated by handling multiple priorities and make informed decisions quickly.
Leading (Consideration)	People strong in Leading demonstrate consideration for the greater good. They demonstrate leadership and always do the right thing to help others, regardless of their role. They are always aware of the impact they have on others around them.
Flexible (Consideration)	People strong in Flexible demonstrate consideration towards others by being adaptive and supportive whenever things change. They love to juggle different priorities and naturally adapt their plans to find the best solution.
Sharing (Collaboration)	People strong in Sharing demonstrate collaboration by proactively sharing knowledge across service areas and deliver customer focused solutions. They keep themselves up-to-date with important developments in their work and the housing industry.
Celebrating (Collaboration)	People strong in Celebrating increase collaboration through their positive focus. They always have an optimistic outlook, focus on solutions, and build on the strengths of people and projects.

Additional core strengths:

Make it Better	People strong in Make it Better always spot what isn't working and look for ways to make it better. They love taking responsibility to make things more efficient and always see things through to the end.
Solution Finder	People strong in Solution Finder enjoy solving problems no matter how complicated. They are very resilient and make sure that issues are fully resolved before moving on.