



## ROLE PROFILE

<b>Role Title:</b>	Senior Housing Management Assistant
<b>Department:</b>	Customer & Communities
<b>Role Purpose:</b>	To support the delivery of customer focused housing management services within a designated specialist team.
<b>Reporting to:</b>	Team Leader
<b>Responsible for:</b>	Delivery of an excellent right first time customer service within a specialist housing management team.
<b>Disclosure level:</b>	Standard DBS
<b>Role Level:</b>	Frontline worker

<b>Key Role Responsibilities</b>	<p>To case manage actions raised in the Customer Hub and / or specialist teams as part of the delivery of an excellent right first time customer service, preventing the need for follow up or repeat calls from customers about the same subject.</p> <p>To undertake the role of and / or support the “duty officer” within specialist teams to ensure the efficient allocation of business actions and cases to officers.</p> <p>To support other specialist case officers who are responsible for responding to ASB, Safeguarding, Tenancy Fraud and other breaches of tenancy conditions.</p> <p>To use IT systems to keep accurate records of actions taken, and to produce statistical analysis, returns and reports as requested.</p> <p>To undertake allocated administrative tasks and record work accurately to support the functions of the team.</p> <p>To co-ordinate schedules, rota’s; assess requests and prepare formal paperwork and provide statistical returns as directed.</p> <p>To assist the team achieve its service targets and objectives and contribute to service development and continuous improvement in customer outcomes.</p> <p>To be accountable for and promote equal opportunity, diversity, community cohesion and Midland Heart values in delivery of the service.</p>
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	<p>To be alert to potential safeguarding issues and report concerns to the relevant specialist officer for investigation.</p> <p>To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midlands Heart health and safety policy commensurate with this position.</p> <p>To participate in performance review and team meetings, and undertake training where necessary.</p> <p>To be flexible in your approach and undertake other duties that commensurate with the level of this post.</p> <p>This post is not area specific and you will be expected to work in an agile and flexible way, including traveling to different work locations across Midland Heart’s operational areas as determined by the needs of the business and / or being flexible with working patterns to meet the variable demands of customers.</p>
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<b>Education, Qualifications and Training</b>	<ol style="list-style-type: none"> <li>1. GCSE English, Math’s, ICT and at least 2 other subjects at level ‘C’ or equivalent or ability to demonstrate suitable work experience necessary for delivering the role</li> <li>2. Willingness to under take on-going personal development</li> </ol>
<b>Knowledge and Experience</b>	<ol style="list-style-type: none"> <li>1. Demonstrate experience of working in a customer service environment and have provided excellent customer service</li> <li>2. Working upon a range of IT systems to deliver a function or service</li> <li>3. Knowledge of all housing management policies and procedures</li> <li>4. Knowledge of housing and other relevant legislation</li> </ol>
<b>Role Specific Skills &amp; Behaviours</b>	<ol style="list-style-type: none"> <li>1. Good communication and interpersonal skills</li> <li>2. To be computer literate and competent in using office information and communication systems</li> <li>3. Self-organisation skills, ability to prioritise tasks, work to deadlines, respond timely and act on own initiative</li> <li>4. Problem solving and decision making skills</li> <li>5. Ability to work quickly and accuratley and respond positively to periods of peak workloads</li> <li>6. Commitment to quality service and delivery of excellent customer services “right first time”.</li> <li>7. A good team player but also capable of working on your own initiative as well as leading by example and supporting and</li> </ol>



	<p>coaching where necessary</p> <ol style="list-style-type: none"><li>8. Receptive to new ideas and ways of working and willing to challenge existing practices and propose practical alternative solutions</li><li>9. Flexible and prepared to change working patterns and / or job location according to the needs of the service</li></ol>
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