

## JOB PROFILE



### Job Details

<b>Job Title</b>	Housing Services Adviser	<b>Service Area</b>	Housing & Property Services
<b>Based</b>	RSHA Offices	<b>Report to</b>	Housing Services Manager
<b>Grade</b>	EVH Grade 4 (PA 9-12)	<b>Date Completed</b>	December 2020

### Job Summary

The primary focus of the role will be to deliver exceptional front line housing services to customers, staff and stakeholders as part of the Housing & Property Services team. You will be instinctively customer focussed and have a "find a solution" attitude to ensure a positive customer experience. You will be empowered to deliver a "right first time" service for our customers, achieving creative solutions and outcomes. You will deliver excellent administrative support for colleagues to ensure the delivery of a first class housing management service. You will directly contribute and have a key frontline role in ensuring the housing service is of the highest quality and enhance the experience for the Association's customers. You will have a passion for ensuring a task is done right first time and deliver excellent administrative support to the Housing Services Manager and other colleagues within your team.

### Behaviours & Competencies

#### Our Organisational Competencies

- Delighting our customers
- Achieving excellence
- Communicating effectively
- Using professional judgement
- Taking personal pride
- A sense of humour and proportionality

We want our Housing Services Adviser to be able to demonstrate the following behaviours and competencies:

- Put customers at the heart of everything we do.
- Show a willingness to participate and contribute effectively to the wider staff team
- Share appropriate information openly and encourage two-way dialogue
- Demonstrate a high level of integrity and confidentiality
- Show perseverance in resolving problems
- Remove the barriers that get in the way of delivering excellent customer service
- Create an environment of trust
- Use professional judgement to find creative solutions for customers and staff
- Good listener
- Excellent communication and interpersonal skills
- Self-aware and self-motivated to realise your full potential
- Inspire others to achieve their full potential
- Excellent time management skills
- Computer literate, with knowledge of PC based office management systems
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent Rural Stirling Group in a positive, professional and effective manner
- Take responsibility for achieving excellent performance results

## Person Specification

### Experience

Our Housing Services Adviser must demonstrate the behaviours and competencies identified below:-

#### **Essential**

- Experience of succeeding in a role with a wide range of tasks and responsibilities.
- Experience of working in a customer focused environment.
- Excellent customer care and communication skills; demonstrable enthusiasm and commitment to work with customers, in writing, face to face and on the telephone.
- Excellent interpersonal skills to deal with a range of customers, partners, contractors, colleagues and Board members.
- Excellent ICT skills, including use of Microsoft Office & EXCEL applications, ability to prepare emails, letters, and present data in a readable format.
- Previous experience of putting the customer first.
- Able to organise own workload to meet deadlines but also able to ask for support when necessary
- Ability to maintain confidentiality when handling personal and sensitive information

#### **Desirable**

- Experience of actively working to support staff and deliver first class services.
- Experience of team working in a busy office environment and/or administration services.
- Experience of complaints handling.
- Previous relevant experience in a customer-focused environment working as part of a larger team.
- An understanding of the role of Registered Social Landlords and the social housing sector.
- Previous experience of working in a Housing or Maintenance environment.
- Previous knowledge of SDM Housing management software.
- High standards of literacy, with fastidious attention to detail
- Ability to understand procedures and policies and the ability to communicate these confidently with others.
- Ability to exercise good judgement based on information from a range of sources.
- An awareness of the Health and Safety requirements in a repairs and maintenance environment.

### Qualifications

#### **Essential**

- Higher Grade examination results to include English

#### **Other**

#### **Desirable**

- Occasional evening and weekend work may be a requirement of the post
- Driving licence and access to own car

## Job Outputs

Role output	Includes the requirement to:
Customer Services	<ul style="list-style-type: none"><li>• Provide first class front of house and reception duties.</li><li>• Processing all incoming and outgoing mail and management of the email enquiries inbox.</li><li>• Answering telephone calls and dealing effectively with customer general enquiries and requests for service.</li><li>• Provide customer service at all times to ensure that targets are met in a manner that pleases customers.</li><li>• Handling, recording and dealing with front line customer complaints, and redirecting more complex complaints to the relevant staff members and monitoring responses to meet target timescales.</li><li>• Promote and foster a professional, ethical, friendly and efficient team culture and working environment.</li><li>• Consistently maintain a high level of confidentiality and discretion with all information relating to the business.</li></ul>

Housing & Property Services	<ul style="list-style-type: none"> <li>• Provide first class administrative support to the Housing Services Team to ensure the ongoing provision of the Association's housing service.</li> <li>• Maintain and monitor robust systems of information relating to housing applicants, processing of housing applications and initial assessment of housing need, administering suspensions, cancellations and annual reviews.</li> <li>• General administration e.g. filing, word processing and excel data input.</li> <li>• Support the Housing Officers and Housing Services Manager in meetings (e.g. minute taking) and contribute to written reports as required.</li> <li>• Take feedback from customers, identify and contribute to service improvements in the Housing Services team and across the organisation.</li> <li>• Provide support to Housing Services colleagues when the association is communicating with tenants over all forms of tenant satisfaction or tenancy related matters, including the gathering and presentation of tenant satisfaction surveys.</li> <li>• Dealing with complaints in accordance with our Complaints Handling Process.</li> <li>• Assist Housing Services Manager with the compilation of applicant/tenant related data as required.</li> <li>• Provide backup cover/support to the Property Services Assistant during busy periods and planned annual leave etc. This will mainly involve logging, diagnosis and instruction of works orders for repairs as required to ensure delivery of a timely &amp; efficient repairs service.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Such other relevant duties as may be determined from time to time</li> </ul>
<b>Interdependencies</b>	
<ul style="list-style-type: none"> <li>• Housing Services Manager</li> <li>• Colleagues</li> <li>• Rural Stirling Group Board/Committee</li> <li>• Partner agencies</li> <li>• Suppliers</li> <li>• Tenants and other customers</li> </ul>	