

JOB DESCRIPTION

Housing Assistant

Service area:	Housing
Reports to:	Head of Housing Services. Delegated supervision to Senior Housing Officer
Responsible for:	N/A
Location:	Buxton
Work flexibly between ALL sites:	Yes
Grade:	AG3
Salary range:	10-14
Car driver:	Yes
Essential/casual:	Essential

JOB PURPOSE

To participate in the delivery of a professional and responsive Housing service across the Alliance through to ensure the aims of the Alliance are achieved.

To work flexibly across customer services and the Alliance to ensure organisational and public service outcome are maximised.

JOB DUTIES

1. To assist and provide support in the effective management of the following housing functions:-
 - homelessness & housing advice
 - housing options & lettings
 - Tenancy management
2. To support all areas of service delivery.
3. To assist in the collation of performance data.

4. To provide effective back-office support as appropriate.
5. Carry out other such duties which the Head of Housing Services and Senior Housing Officer may from time to time require. To maintain the efficient and effective running of the services provided.

CORPORATE RESPONSIBILITIES

- To comply with, and promote, both Councils' Equalities and Diversity Scheme ensuring that all discrimination is eliminated and referring any instances of perceived discrimination to the appropriate Executive Director.
- To ensure confidentiality at all times in all matters relating to the work of both Councils.
- To take every opportunity, where practicable and appropriate, to use information and communication technology to improve service delivery and efficiency.
- To carry out the above duties and responsibilities in accordance with any training given, written arrangements for health and safety, and any safe systems of work identified by risk assessments.
- To support the Council's commitment to good environmental Eco-management by ensuring the most environmentally friendly use of resources by reducing the amount of business travel by using teleconferencing facilities etc.
- To apply the principles of good Customer Care by taking responsibility, ensuring reliability and having respect for all those for whom the service is being provided, including colleagues and Elected Members.
- To work flexibly in support of colleagues and to undertake any other duties which may reasonably be requested commensurate with the grade for the post.
- To adhere to all aspects of confidentiality and Data Protection in order to comply with the law. To observe both Council's policies and guidelines on the General Data Protection Regulations.
- To adhere to and embrace the standards of behavior required under the Alliance Choice values and code of conduct.
- To be committed to safeguarding and promoting the welfare of children and young people/vulnerable adults.
- To be deployed to carry out election duties during the working day as required.

JOB REQUIREMENTS

Transport Requirements	Driving required for travel to Alliance locations
Working Patterns	Hours of work as agreed with the line manager. Some out of hours work may be required
Working Conditions	Office based with travel to Alliance locations / agile working (where applicable)
Resources Staff/Finance	

Physical

Working to planned priorities

DBS

Enhanced