

## Langstane Housing Association Ltd

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### Job Description form

Post

**Housing Assistant –  
Allocations and Estate  
Management**

#### 1. Job details

<b>Department:</b>	<b>Housing</b>	<b>Location:</b>	<b>Aberdeen</b>
<b>Permanent/ Fixed-Term</b>	<b>Permanent</b>	<b>Weekly Hours:</b>	<b>35 Hours</b>
<b>Prepared by:</b>	<b>LHA</b>	<b>Date:</b>	<b>April 2018</b>

#### 2. Organisational Position

<b>Immediate Supervisor(s)</b>	<b>Line:</b>	Team Leader – Allocations and Estate Management
	<b>Function:</b>	Allocations and Estate Management
<b>Immediate Subordinates</b>	N/A	

#### 3. Overall Purpose of Job

To support the delivery of an efficient and customer focussed allocations and tenancy management service by providing information and advice to customers and administrative support to the team in accordance with the Association's policies and procedures.

## 4. Principal Responsibilities

<b>1.</b>	<p><b>Allocations –</b></p> <ul style="list-style-type: none"> <li>• To efficiently process and administer all applications and other supporting information in relation to the allocation and letting of vacancies within the Association’s housing stock.</li> <li>• Interviewing applicants in person or on the telephone to confirm their current housing circumstances including providing to them relevant information about vacancies such as rent levels and property size.</li> <li>• Liaise with the local authorities about vacancies including requesting nominations in line with the agreed quotas from the Association’s allocations policy.</li> <li>• Maintain records of housing applications and all properties available for lettings, ensuring the relevant housing management system and other databases are kept updated at all times.</li> <li>• Prepare all offer notifications, monitoring replies and keeping records of reasons for refusals using the relevant housing management system.</li> <li>• Act as point of contact for all communications from prospective applicants/tenants in relation to offers of accommodation including arranging viewings and tenancy sign up appointments to ensure the swift letting of properties.</li> <li>• Produce tenancy agreements and sign up packs including the circulation and safe keeping of keys.</li> <li>• Ensure the appropriate records are created and updated accurately in relation to the commencement, amendment and termination of all tenancies including the provision of rent figures and administration of all end of tenancy notifications and letters.</li> <li>• Monitor and manage applications registered on the House Exchange database system.</li> </ul>
<b>2.</b>	<p><b>Tenancy Management –</b></p> <ul style="list-style-type: none"> <li>• To efficiently process and administer all tenancy related requests such as sub lets, single/joint tenancy requests, assignments, successions and household changes within the relevant statutory timescales.</li> </ul>
<b>3.</b>	<p><b>Customer Services –</b></p> <ul style="list-style-type: none"> <li>• Providing a professional front line service and point of contact for tenants and customers of the Association.</li> <li>• Responding to customer queries in line with the Association policies and procedures including providing general housing options advice.</li> </ul>
<b>4.</b>	<p><b>Administration and Record Keeping –</b></p> <ul style="list-style-type: none"> <li>• Updating computerised and paper records in relation to all allocations and tenancy activity as per the Association’s policies/procedures and the principles of Data</li> </ul>

	<p>Protection Legislation.</p> <ul style="list-style-type: none"> <li>• Support the Departmental Manager, Team Leader and Housing Officers in the analysis and reporting of monthly and quarterly lettings, void property and tenancy information.</li> <li>• General team administration including the storage and retrieval of records on the Association's document management system.</li> </ul>
5.	<p>Liaison/Collaboration –</p> <ul style="list-style-type: none"> <li>• To regularly liaise with colleagues in the Property Services, Allocations, Rent Management and Estate Teams as well as external agencies in order to effectively manage the letting of properties.</li> <li>• Maximise opportunities in conjunction with the Social Justice Team for applicants and new tenants to be referred to tenancy sustainment for assistance with tenancy set up and welfare rights advice.</li> </ul>
6.	<p>Training –</p> <ul style="list-style-type: none"> <li>• To be available to assist in training new members of the team and attend appropriate training as required.</li> </ul>
7.	<p>To carry out all duties of this post in accordance with the relevant Association policies and procedures including the Customer Care, Allocations, Complaints, Health and Safety, Equal Opportunities and Data Protection Policies.</p>

## 5. Job Activities

Managing Employees	Not applicable
Financial Resources	Calculation of rent due at the start and end of tenancy.
Information Resources	<p>Accessing, updating and maintaining both computerised and paper based information systems including the housing management system, housing application system, spreadsheets and documents.</p> <p>Word processing and data inputting to create update and delete files.</p>
Physical Resources	Daily use of telephone, computer and other office equipment.

## 6. Relationships with others

<b>Internal</b>	
<b>Immediate colleagues</b>	Daily contact across teams to ensure continuity of service for the Association's tenants and customers and the prompt letting of any vacant properties.
<b>External</b>	
<b>Tenants/Customers</b>	Daily contact to offer information, advice and follow up where required.
<b>Statutory Authorities</b>	Sharing information and advice where appropriate in order to work collaboratively and resolve issues.
<b>Other Housing Providers</b>	Sharing information and advice where appropriate in order to work collaboratively and resolve issues.

### 7. Level of Decision-Making / Supervision required

Assessment of points in relation to housing applications giving due regard to the allocations policy.

### 8. Organisation/Planning

Planning and prioritising the letting of vacancies to ensure rent loss through void properties is minimised.

Planning and prioritising the administration of all tenancy related requests to ensure that responses are provided to the tenant within statutory timescales.

Liaison with prospective tenants and housing officers to swiftly arrange tenancy viewings and sign ups.

This Job Description is intended to provide a general statement of the major tasks and activities of the job. It is not an exhaustive list of all its detailed duties. As a term of your employment you will undertake such other duties as may reasonably be required of you and that are broadly consistent with the job.

## Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualification/Training</b>	Educated to Standard Grade English and Maths or equivalent.	ECDL Higher qualification or recognised housing or property maintenance qualification.
<b>Experience</b>	Experience of handling telephone conversations. Experience of dealing with customers on a face to face basis. Experience of working in the public sector or a customer focussed environment. Experience of updating databases. Working knowledge of Office based IT packages.	Experience of working in housing or a third sector environment. Working knowledge of the Aareon QL Housing IT System. Experience of dealing with other agencies. Experience of dealing with vulnerable people.
<b>Skills/Knowledge</b>	Ability to communicate effectively with customers and colleagues, both verbally and in writing. Ability to prioritise workload and work on own initiative. Proven ability to work to deadlines. Ability to make decisions.	
<b>Personal Qualities</b>	Adaptability, flexibility and a positive “can do” attitude. Willingness to learn and develop. Excellent customer care skills. Team player. Ability to deal with challenging situations.	Flexibility including working evenings and weekends on occasion.