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ROLE PROFILE

Job Title:	Team Assistant (Housing Services)
Responsible to:	Housing Services Manager
Team responsible for:	NA

Purpose:
The post holder will be primarily responsible for providing administrative support to the Tenancy Services Team. The post holder will also be required to provide support services to other sections within Operations when required.

To provide key administrative and telephone support to the Tenancy Services team and other sections as and when required.

Key Achievement Areas

1.	To ensure that an excellent level of customer service is provided to all customers contacting Derwent.
2.	To provide the necessary level of administrative support to the Tenancy Services team and when required to the Rent, Customer Service, Community Development and Supported Housing Teams.
3.	To provide the Tenancy Services team with the necessary support to assist in the void process, and accurately updating and recording statistical information relating to void performance, including the allocation of new build properties.
4.	To provide the Tenancy Services team with the necessary support to assist in estate and tenancy management issues
5.	To conduct accompanied viewings and sign-up interviews ensuring that new tenants receive the relevant advice regarding their rights and responsibilities prior to signing their tenancy agreement.
6.	To carry out tenancy checks on housing applications received as appropriate.
7.	To maintain accurate information on registered housing applications and update records accordingly.
8.	To update all relevant computer records, property and tenant database systems, as appropriate.

ts and standards set within the teams and to

	Complaints taken in Operations are registered appropriately and allocated to the correct officer.
11.	To provide current and prospective customers with timely service and accurate advice regarding their housing options.
12.	To liaise with external agencies as and when required.
13.	To assist when required, the Administration Assistant (Corporate Services) with the opening of and dispatching of the daily post.
14.	To work with colleagues and customers to continuously improve processes and the quality of services provided to meet changing expectations from customers, competitors, regulators and business partners.
15.	To produce and maintain accurate and up to date performance information to enable effective monitoring of the tenancy services team, including service standards, lettings information, estate and tenancy management information
16.	To work within the framework of Derwent Living's Equal Opportunity policy
17.	Attend training courses when required to improve performance and knowledge in the post.
18.	To comply with health and safety working practices in accordance with Derwent Living's policies
19.	Embed customer involvement by involving and consulting customers to find ways to shape, improve and deliver services to meet their needs.

No role profile can be entirely comprehensive and the colleague will be expected to be flexible and carry out other duties as required from time to time. This is on the understanding the duties will be within the individual's capability and are consistent with the level and responsibilities of the role.

PERSON SPECIFICATION – Values

Try our Values for size!

Our values guide our behaviour every step of the way.
We therefore select against how you will ~~live~~ live our values

Value	Behaviours
Customer Focus	<ul style="list-style-type: none"> • Strives to understand the needs of internal and external customers. • Takes responsibility for meeting customer needs and customer service targets. • Builds effective relationships and partnerships with customers.
Respecting People	<ul style="list-style-type: none"> • Treats people with courtesy and respect. • Values others for their contribution. • Is open, honest, trustworthy and straightforward in our dealings with people. • Understands that the quality of relationships affects business performance. • Invests time and effort in involving and working with people.
Accountability	<ul style="list-style-type: none"> • Consistently delivers what is expected in terms of tasks, behaviour and quality standards. • Challenges self and others to raise performance and standards.
Challenging Preconceptions	<ul style="list-style-type: none"> • Enhances individual, team and business performance by being open to change. • Challenges existing/traditional thinking and methods. • Promotes new ideas and approaches and solves problems. • Effectively implements new approaches.
Commercial Focus	<ul style="list-style-type: none"> • Uses commercial judgement to make decisions and seize opportunities. • Applies business and financial awareness to contribute to achieving strategic and operational targets.

PERSON SPECIFICATION – Job Specific

In addition to you living our values, we are looking for the below job specific criteria.

Area	Criteria
Skills and Abilities	<ul style="list-style-type: none"> • IT Skills - Microsoft Outlook • IT Skills - Microsoft Office . Word, Excel and Access • Excellent communication skills • Accuracy and speed • Ability to work under pressure with minimum supervision • Well organised, ability to meet tight deadlines and prioritise work • Initiative and ability to make recommendations • Confidentiality and professionalism
Experience / Job related knowledge	<ul style="list-style-type: none"> • Understanding of housing issues and how these affect customers • Understanding of office systems including databases • Ability to work to policies and procedures • Day to day use and maintenance of a database • Regular contact with external agencies • Experience of dealing with the public both over the phone and face-to-face. • Team player • Ability to work to and achieve set targets • Ability to work with diverse groups of people • Experience of working in Social Housing - desirable • Experience of working within a performance management framework . desirable



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grade C in English and Mathematics, or
talent qualifications

ence of recent continuing professional
opment

	<ul style="list-style-type: none">• IT/word processing qualification
Additional Requirements for the Role	<ul style="list-style-type: none">• Criminal Records Bureau Check required• Flexibility required