



JOB DESCRIPTION

Post:	Housing Aide	Grade:	Scale 6
Directorate:	Housing	Responsible to:	Team Manager
Team:	various	Responsible for:	N/A

Purpose of Job

Sensitive to community needs, be first and main contact for everyone accessing housing services.

Provide a professional and timely response to every contact, taking responsibility until each is satisfactorily closed.

Support the Housing Directorate to deliver effective and efficient services to residents.

Main Duties and Responsibilities

1. Accurately record every contact and response.
2. Act as first and main contact and responder.
3. Answer questions related to any and all Poplar HARCA services.
4. Appropriately refer complex casework.
5. Assist in delivering housing services.
6. Assist with projects.
7. Assist with the preparation of papers for court and tribunals.
8. Carry out satisfaction surveys.
9. Comply with all Data Protection requirements.
10. Develop and maintain administrative systems.
11. Ensure a quality response to every contact; completing at least 85% without handover.
12. Input, maintain and assist in the collation of data, forms and applications.
13. Maintain a friendly, accessible and courteous manner.
14. Maintain a professional personal appearance.
15. Maintain service knowledge to be able to advise about Poplar HARCA, statutory and other relevant services.
16. Meet with residents on-line, in the office, in their homes, and at other Poplar HARCA venues.
17. Organise diaries, appointments and meetings, including taking minutes
18. Photocopy, scan, sort, distribute and file post and other documents.
19. Prepare correspondence in response to written contacts.
20. Provide a caring and professional experience for everyone who contacts Poplar HARCA.
21. Provide full-service support including reception, telephone and administrative support.
22. Provide verification services.
23. Respond to complaints and member enquiries.
24. Support residents to access services and contact other agencies.
25. Take responsibility for personal development, making sure that professional and service knowledge is kept relevant and up-to-date.
26. Work flexibly between 8am and 6pm to ensure a consistent full-cover service.

General

Perform other duties as may be reasonably required by your line manager or other manager.

Conduct yourself in line with the standards of conduct and behaviour detailed in Poplar HARCA's standards. These include awareness of risk, health and safety, data protection, ICT use and embracing diversity.



PERSON SPECIFICATION

Post: Housing Aide **Team:** various
Directorate: Housing **Grade:** Scale 6

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education, Qualifications, Training	a. GCSE English and maths or comparable/equivalent qualifications
2. Skills	Can: a. adapt to circumstances b. be empathetic c. efficiently manage time d. multitask e. speak and write persuasively f. use technology proficiently
3. Experience	Has: a. built relationships with diverse client groups b. effectively juggled competing priorities c. effectively managed complaints d. effectively managed difficult conversations e. worked in a fast-paced, high pressure environment
4. Knowledge	Has practical knowledge of: a. Data Protection b. diverse communities c. Equality Act d. housing services e. statutory services f. systems and procedures
5. Key Competencies	a. achieving results b. informed and informing c. open to change d. partnership working e. personal progress f. problem solving g. putting others first