

JOB PROFILE

POST TITLE: Housing Assistant (Customer Services)

POST NO: Generic

The Housing Assistant (Customer Services) will provide a clerical/administrative service to the Housing Service. The postholder reports to Senior Housing Officer (Information Systems), although the postholder will have to prioritise their own workload to meet conflicting deadlines.

Specific Tasks

- Provide a full clerical service in support of all areas of the Housing Service - typing, filing, photocopying, faxing, producing leaflets, posters and forms, dealing with incoming and outgoing mail, maintaining both manual and computerised filing systems.
- Providing a reception and call handling service. Being first point of contact within the service for all queries. Providing information and initial advice on various aspects of the service. Often dealing with members of the public who may be emotional, abusive or irate.
- Making appointments on behalf of tenants with appropriate officers.
- Maintenance of Housing Management System(s) - processing of housing repairs, key management and logging of applications, this involves taking repairs requests from tenants, assessing repair required and processing through ordering system, tracking keys for housing officers and contractors and issuing keys to contractors and tenants.
- Processing insurance claims, ensuring all documentation is completed to strict deadlines.
- Maintaining stationery stocks, ordering as necessary and arranging delivery.
- Taking minutes of meetings, producing draft minutes and circulate accordingly.
- To participate in a rota system to ensure that all customer services tasks are covered on a daily basis.

From time to time the Council may require the postholder to undertake duties outside those specified.

PERSON SPECIFICATION

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This person specification describes the values and attributes of a suitable candidate for our role. Through the recruitment & selection process we shall be looking for evidence that you understand, share and can demonstrate our values and possess the essential attributes.

Our Values

In Shetland Islands Council, **Excellent service** is at the heart of everything we do. We provide **excellent service** by **taking personal responsibility** and **working well together**. We demonstrate this by;

1. Providing an excellent level of service, by making sure we understand, meet and manage our service users' needs.
2. Having a positive attitude and taking our responsibilities as employees of the council seriously. Working in an open and honest way, reflecting on our performance and looking for opportunities to improve and develop.
3. Demonstrating a positive attitude by being open-minded, fair, respectful, trustworthy and honest.

For more detailed information on the Council's Values, please visit the Shetland Islands Council's website and search for 'Our Values'

Additional Post specific attributes are set out below;

| | ESSENTIAL | DESIRABLE |
|------------------------------------|---|--|
| <u>Personal Features/Qualities</u> | Initiative Capacity to work under pressure Mature approach Team player | |
| <u>Relevant Experience</u> | One year's experience in a clerical/administrative post Experience of computerised systems | Experience of Housing Management System(s) |
| <u>Education</u> | Possession of relevant Highers or equivalent relevant qualifications at SCQF Level 6. | ECDL (or equivalent) |

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| <u>Skills, Abilities and Knowledge</u> | Good communication skills both written and oral | Awareness of Housing legislation, policies, procedures |
| | Ability to maintain confidentiality | |
| | Ability to deal with difficult Situations, e.g potentially emotional, abusive or irate customers | |
| | Accuracy | |
| | Pleasant telephone manner | |
| | Ability to prioritise own workload and comply with deadlines | |

Allowances: Distant Islands Allowance
Evaluated Grade: G
Date of Evaluation: 01/10/2009

PVG Membership: No
Disclosure Check: No
Date of Last Amendment: 18/11/2020