## Job description

### Structure information

Job Title: Housing Service Adviser

Reports to job title: Housing Customer Service Team Leader

Directorate: Housing, Care, and Wellbeing

Division: Housing Management

Section: Tenancy Services

Job identification number (JIN): 3122

### Job purpose

To provide, as first point of contact, excellent customer service to tenants and leaseholders (including those who are vulnerable or with complex needs), other council teams and external agencies requesting action on tenancy issues. To give sometimes complex advice and resolution at first point of contact in at least 80% of cases.

To be responsible for a number of areas of work relating to our functions as landlord under the Housing Act 1985, Housing Act 1996 and Social Housing ( Regulations) Act and other relevant legislation including - departmental compliance with gas safety obligations, access for works, allocating licenses and collecting income for car parking and garages, assessing and making decisions on applications for alterations and discretionary schemes, adaptations requests, responding to subject access requests and providing translations.

### Principal accountabilities

1. Responsible for providing a professional housing advice service to tenants, leaseholders and teams across the council’s landlord services by telephone, email and face-to-face, assessing customer need and advising, signposting or referring as appropriate, identifying safeguarding needs and escalating as necessary.
2. Responsible for a range of day-to-day administrative tasks including (but not limited to) providing daily duty phone cover; managing the Housing Customer Service Team inbox; updating all relevant housing management IT systems with appropriate information.
3. Responsible for receiving and responding to reports of anti-social behaviour from tenants and leaseholders. Speak to victims and witnesses to establish facts and complete risk assessments to determine actions to safeguard victims, maintaining links with case officers to manage risk for victims and witnesses.
4. Responsible for the daily management of Housing’s car park & garage spaces; assessing applications for spaces; issuing and revoking licences; managing voids; collecting rent from licensees; managing arrears; to maximise income and make best use of Council assets.
5. Responsible for ensuring access to properties for annual gas safety checks to be carried out in accordance with gas safety regulations; advising tenants of their responsibilities; identifying support needs and ensuring appropriate advice / signposting /referral to agencies.
6. Responsible for arranging access to properties so that planned works can be carried out; advising tenants of their responsibilities; identifying support needs and ensuring appropriate advice / signposting /referral to agencies; instruct Legal Services, prepare paperwork for court including witness statements and representing the Council in court.
7. Responsible for assessing requests from tenants to make alterations or improvements to their home; evaluating the impact on property and neighbours, including safety and right to privacy; identifying tenancy breaches and co-ordinate ongoing referral for action; authorising requests or co-ordinating ongoing referral to specialist teams as necessary.
8. Responsible for assessing applications to discretionary decorating and gardening schemes; assessing eligibility; co-ordinating ongoing referral to other teams to carry out works.
9. Responsible for conducting tenancy checks to inform whether a property adaptation can proceed; arranging formal consultation with residents where appropriate; responsible for approving adaptation where appropriate.
10. Responsible for responding to Subject Access Requests made by tenants under provision of the Data Protection Act 2018; preparing and redacting records from multiple recording systems; ensuring accurate and safe disclosure of personal records.
11. Responsible for arranging translation and interpretation of documents as requested by customers and stakeholders.

### Health and safety accountabilities

To co-operate in the implementation of the council Health and Safety policy and supporting standards, in particular, as set out in section 1 of the Health and Safety Policy and Management Standard.

### Diversity and inclusion accountabilities

Understand the council’s diversity and inclusion aims and strategies.

Take an active role in ensuring that equality, diversity, and inclusive outcomes are embedded in your work activities, communications and interactions with staff and customers.

Challenge or report incidents where inclusion and equality in practice has not been followed, including reporting discrimination, harassment and bullying to your manager or other senior colleague in your service.

### Note regarding duties

The list of duties in the job description are not exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties. The council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. Proposed changes would be subject to consultation.

## Person specification

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### Essential criteria

#### Job-related education, qualifications, and knowledge

* Knowledge of how to deliver good customer service.
* An understanding of housing law, tenancy law, and other legislation including Information governance and Data Protection.
* Knowledge and understanding of the issues and barriers for vulnerable people with a wide range of complex needs and/or disabilities; knowledge and awareness of support and advice services available.

#### Experience

* Experience of providing customer focused advice in a busy and sometimes pressured front line environment, ensuring fair access for all service users.
* Experience of dealing with difficult situations involving customers who may be vulnerable, investigating and communicating complex issues through to resolution.
* Experience in developing/maintaining internal/external relationships to ensure collaborative working.
* Experience of interrogating and updating computer and manual systems.

#### Skills and abilities

* Excellent communication, interpersonal and customer care skills, face to face, over the telephone and in writing with the ability to communicate tactfully and empathetically with diverse audiences whilst representing the council as a landlord and service provider.
* Ability to manage and prioritise workload and work within agreed targets and timescales
* Ability to provide customers from diverse backgrounds with written and verbal advice, using plain English and inclusive language ensuring accessibility
* Ability to keep clear, factual and up to date records and to maintain confidentiality when dealing with sensitive and confidential issues.
* Ability to work independently/flexibly and as part of a team, to train and support new staff and colleagues.
* Intermediate ICT skills to use the Microsoft Office products (or equivalent) and the ability to interrogate and update computer systems.

#### Health and safety knowledge

* Commitment to acquiring awareness and knowledge of Health and Safety policy and practice as it applies in their area of work.
* Ability to co-operate and adhere to Health and Safety Policy, practices, and instructions.

#### Diversity and inclusion

* Demonstrate a genuine commitment to the council’s values in relation to embracing diversity and provide a service based on fairness and inclusion.