

**Housing Assistant**

Recruitment Information Pack

February 2019

Dear Applicant

Firstly, thank you for your expression of interest in this role. This exciting new role will work help us realise our vision of a really great service.

**About BHA**

Barnsbury is a unique organisation. Although small (we have 299 homes in and around the lovely Barnsbury neighbourhood of Islington), we are creative and ambitious and determined to punch above our weight. Formed in 1967, we are proud of our history and roots, whilst very much looking to the future. Our values remain at the heart of how we work and we are passionate about making a lasting difference to the people and neighbourhoods we work with. We have recently celebrated our 50th anniversary - you can watch a film about our history on our website, barnsbury.org.

Our mission is to provide quality, safe, affordable rented housing and a quality service. In doing so, we aim to help keep Barnsbury affordable and help our tenants thrive. We aim to:

* be responsive and caring
* know our residents as individuals
* help build self-reliance in our community
* be open (to new ideas, improvement) and accessible
* be nimble and creative, willing to try new things
* be a connected and effective partner
* aim high and punch above our weight.

**Our Office**

We have recently moved to a lovely new office on Cloudesley Street, Islington, a short walk from Angel Underground station and close to both Kings Cross and all the shops, restaurants and amenities of trendy Islington.

**How to Apply**

Please complete the application form ensuring that you provide a supporting statement that clearly demonstrates how you meet the person specification and why you want the role. CVs will not be accepted.

All applications must be submitted **by email** to Karen Cooper at **kcconsulting@btinternet.com**

Completed applications must be received by **9am Friday 1st March 2019**

**Terms and conditions of employment**

**Salary:** circa £23-25k FTE (depending on experience)

**Pension:** BHA operates a pension scheme which employees are eligible to join after successful completion of the probationary period. BHA contributes between 5 and 8% of salary depending on length of service and employee contribution.

**Holiday entitlement:** 25 days plus bank holidays pro rata

**Working hours:** 25 hours per week. Fridays are fixed with other days to be agreed.

**Job description**

|  |  |
| --- | --- |
| Job Title: | Housing Assistant – PT 25 hours per week |
| Reports to | Director of Operations |
| Responsible for  | N/A |
| Contract | Permanent |
| Location | 16b Cloudesley St and on BHA estates |
| Level/Salary Range: | £23,000 - £25,000 (pro-rata) |
| Role profile  |
| This post will work as part of the Operations Team to provide a first-class housing service for all Barnsbury Housing Association tenants and customers. The postholder will deal with general enquiries on a wide range of housing related issues, maintain accurate records and help ensure compliance with external requirements and our own high standards.  |
| Key responsibilities  |
| * Manage low level arrears supporting the Housing Manager to meet arrears reduction targets including signposting and supporting tenants with welfare benefits claims.
* Maintain, update and manage office systems including housing management systems, contract management systems, health and safety recording systems and others.
* Support estate-based service provision including supporting regular estate inspections.
* Working with the maintenance team supporting an efficient voids process and assist on day to day repairs ordering, ensuring we meet our performance standards.
* Work with the Housing Manager on lettings our properties fairly and efficiently.

General requirements* To deliver excellent service to residents, identifying any issues or blockages to delivering great service.
* To contribute to the overall management, direction and efficiency of Barnsbury HA, working collaboratively with colleagues at all times.
* To work within all Barnsbury HA policies.
* To undertake any other duties reasonably expected.
 |
| Person Specification  |
| * Evidence of excellent written and oral communication skills
* Evidence of delivering great customer services.
* Experience of housing management, ideally gained in a housing organisation.
* Understanding of health and safety and repairs/contract management
* Experience of arrears management would be an advantage
* Highly organised with the ability to meet deadlines and prioritise your own workload
* Evidence of positive team working with the ability to work in collaboration with others.
* Motivated by helping to deliver continuous improvement
* Excellent Admin and IT skills – including Word, Excel, Access and web-based systems, able to interrogate systems and generate reports. Experience of using a housing management IT system like Omniledger/Pyramid would be an advantage.
* Strong problem-solving skills.
* Good relationship building skills with evidence of the ability to work constructively with a range of external bodies such as maintenance contractors, advice agencies, social services and DWP.
* Evidence of continually developing your professional housing knowledge.
 |  |

