



Job Reference 0073 - 0421

Role of Housing Allocations Assistant, Edinburgh

Thank you for your interest in working with us. This job pack contains a copy of the advert as well as the job description and person specification.

Trust requires all external applicants to complete our Application Form. This gives us the information on candidates in a consistent way which helps standardise the shortlisting and interview processes.

Your application can be emailed as an attachment to jobs@trustha.org.uk or posted to: Jobs, Trust Housing Association Ltd, 12 New Mart Road, Edinburgh, EH14 1RL no later than **the closing date of 12 noon on Monday 26th February 2018.**

Our interview shortlist is determined by how you match up against the skills and experience the role demands and only successful applicants will be contacted again to attend the interview.

May I take this opportunity to thank you for your interest in working with us and wish you every success for the future.

Regards

Sharon Chalmers

Sharon Chalmers
HR Assistant
0131 444 1200



Role: Housing Allocations Assistant
Salary: £17,476 - £18,893
Location: Edinburgh, EH14 1RL
Job type: Permanent, 35 hours
Job Ref: 0073 – 0421
Closing Date: 26th February 2018



Are you looking for an exciting and challenging role in a progressive Housing Association?

Trust is an Investor in People Gold accredited employer, a Leader in Diversity and a great place to work.

We are looking to recruit a Housing Allocations Assistant and in return for your enthusiasm and commitment we will offer you: -

- **Competitive salary of £17,476 - £18,893 per annum**
- **Access to paid training & continued personal development**
- **Generous holiday entitlement and flexi-time**

We are looking for an assistant within our Housing Allocations Team based at 12 New Mart Road, Edinburgh, EH14 1RL.

The purpose of the post is to ensure that all administrative services are operating effectively within housing services and to provide administrative support to the team as required.

The successful applicant will require to be well organised with outstanding administrative and communication skills, computer literate (ideally in all Microsoft packages) and have the ability to work on their own initiative as part of a small team.

If you feel you have the skills and experience to become our Housing Allocations Assistant and you'd like to work with a prestigious and well established company working in a person-centred culture that puts people at the heart of all we do, then we'd like to hear from you. NO AGENCIES.

Trust requires all applicants to complete our Application Form, CV's will not be accepted. This gives us the information on candidates in a consistent way which helps standardise the shortlisting and interview processes.

We are an equal opportunities employer and welcome applications from all sections of the community.

Trust Housing Association is a Registered Scottish Charity- SC009086



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Trust Housing Association Ltd

Job Description



POST:
HOUSING Allocations Assistant

LOCATION:
Edinburgh Office

PURPOSE OF JOB

Ensure that all administrative services are operating efficiently & effectively within the Housing Allocations team and to provide the administrative support for the marketing of vacant properties or proactive marketing campaigns as identified via the daily operational department meetings and as directed by the Housing Allocations Manager.

MAIN DUTIES & ACTIVITIES

Provide administrative support to the Housing Allocations team as required.

Processing all new tenant information following allocation by the team and ensuring all new tenant information/ tenancy paperwork is received from developments.

Attend the daily department operational meeting to review current work priorities and barriers, as required.

Assist Allocations Officers with administrative tasks identified during daily operational meetings. This can include the processing of shortlists or assisting in issuing any paperwork to applicants as required.

Assist the Allocations Officer (Assessment) in requesting and gathering medical and other supporting information as requested for applicants.

Assist the Allocations Officer (Assessment) in loading new applications onto the Home For You common housing register system during busy periods.

Assist in maintaining all department workflows of the Home For You common housing register system.

Assist the Housing Allocations team with the marketing of the Associations properties (including issuing mail shots, poster campaigns and other administrative tasks in arranging marketing campaigns) as directed by the Housing Allocations Manager and/or Allocations and Rent Team Leader.

Issue list of new tenant information to Corporate Services to ensure new tenant satisfaction surveys are sent to new tenants within 2 months of tenancy start date.

Monitor and report on New Tenant Satisfaction Survey results with identified issues highlighted to relevant departments/managers for action.



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Assist in the production of allocation reports and statistics as required by the Association (including those for Operations Sub-Committee, The Board, Local Authority Housing Support Team and The Scottish Housing Regulator).

Monitor and record development TV licence information for tenant properties ensuring that all records are accurate and updated.

Provide support and/or cover in relation to housing support contract compliance and the raising of required additional hours invoices.

Create and maintain stock level information for all Home For You and Allocations materials, ensuring adequate stock is available at all times with orders for reprints being placed via the Housing Allocations Manager.

Assist the Allocations Officer's in ensuring that all development information sheets are accurate and regularly updated.

Contribute to the continuous improvement environment within the Allocations team by identifying problems and blockages within workload and progressing solutions or actions to solution.

Undertake such other reasonable duties consistent with the scope of the post as may be required from time to time.

EQUALITY, DIVERSITY AND INCLUSION (EDI)

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

REPORTING ARRANGEMENTS

The post holder reports to the Allocations & Rent Team Leader who will agree through the daily department operational meetings as well as regular 1-1s and annual appraisal the relative priority to be given to the above tasks. However, the post holder will be responsible for organising and prioritising their own workload on a day to day basis to ensure priorities are progressed.



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PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
High degree of accuracy and attention to detail	✓	
Ability to make effective use of all Microsoft packages	✓	
Ability to demonstrate a commitment to providing a high quality and responsive service to applicants, tenants, colleagues and external agencies.	✓	
Previous experience of working in a customer services/housing environment.		✓
Education, Qualifications, Training & Development	Essential	Desirable
Although no formal qualifications are necessary the post holder must be able to communicate clearly both verbally and in writing.	✓	
Other factors and attributes	Essential	Desirable
Excellent interpersonal skills and achieving and setting personal goals and targets.	✓	
Innovative and collaborative approach to work with drive, creativity and aspiration in seeking continuous improvement for the organisation.	✓	
Highly flexible approach and willingness to contribute in all aspects and functions of the department.	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	

Staff Member Name (Printed).....

Staff Member Signature.....

Date.....



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