



JOB DESCRIPTION

Job Title:	Local Housing Advisor
Reports To:	Local Delivery Manager / Local Delivery Team Leader
Team:	Local Delivery
Directorate(s):	Operations
Grade:	BHA B2
Job purpose:	<p>Responsible for the provision of excellent customer focussed services to all of Broadland Housing's customers – in line with Broadland Housing's Customer Service Standards and relevant policies/procedures.</p> <p>To deliver administrative support in allocation and lettings, tenancy management, income management and management of anti-social behaviour services within agreed performance standards.</p> <p>To provide reception service to tenants, clients, visitors and staff in a professional, efficient and personable manner.</p>

Overview:

1. Key skills to do the job
<ul style="list-style-type: none"> • Is proactive in taking responsibility for everyday problems and is motivated by achieving measurable results, taking a structured approach to organising work and planning of own workload to ensure efficient working. • An understanding of customer need, and how to deliver excellent customer service • Knowledge of how to produce general business correspondence and an understanding of Housing Legislations and Tenancy Agreements
Required behaviours – Mandatory for all roles within Broadland.
<p>All staff and volunteers working for Broadland will always be expected to act in a manner that is consistent with our corporate values. The following sub-headings and example statements reflect these expectations, but you must refer to those agreed and used in all staff appraisal discussions and regard this more comprehensive list as the required standard.</p>

Openness

You will admit to mistakes and learn from them.

Responsible

You will actively use your skills and knowledge to ensure high quality outcomes.

Collaborative

You will support Broadland's one team approach and challenge silo working when you are aware of it.

Fair

You will treat everyone you work with – tenants, colleagues, and partners – with respect, politeness and courtesy.

Innovative

Embraces changes in ways of working when adopted by Broadland and supports colleagues who find change difficult.

Reliable

You will demonstrate 100% commitment to our customers – internal and external – in order to achieve the best possible outcomes.

Trustworthy

You will demonstrate professionalism in all that you do and stick to our approved policies and procedures.

Environmentally Aware

You will help the Association reduce its carbon footprint by looking to help us reduce the damage of our activities on the planet.

2. Communication & Interpersonal Skills

- Expresses information fluently and concisely, in spoken and written form and is able to assess the needs of a situation and tailor communication accordingly.
- Takes a structured approach to organising work and planning of own workload to ensure they are working efficiently.
- Establishes positive relationships with a variety of people, both internal and external and actively works to promote a favourable impression of the organisation, whilst working as part of a team
- Works well with others to achieve clear targets and goals in all areas of work, where directed.

3. Delegated authority

- You will work within agreed budget authority limits as set out in the approved financial regulations (financial authority levels) as detailed by your line manager.

- All activities you undertake must be in support of delivering the corporate strategy and as such can be evidenced to help us achieve our aims.
- You may work within the confines of the agreed policies and procedures as detailed by the Association and your line manager, variation from this unless stated clearly within/from your manager must be approved by the appropriate person with authority to do so – as detailed in the approved Standing Orders.

Key activities of the role:

This list is deliberately not exhaustive, and you must expect to undertake other duties, as directed by your line manager, which are at an appropriate level to your grade and experience, as may be required from time to time.

- Is responsible for the delivery of administration in a defined area relating to tenancy and estate management services for Broadland. -
- To provide administration for the allocation and letting of empty homes in partnership with other departments and local authorities, such as advertising of properties, requesting nominations, making offers of accommodation where authorised and drafting legal documentation relating to tenancies.
- To provide the administration of mutual exchanges, including maintaining electronic data bases and systems, requesting landlord's reports and drafting legal documentation relating to tenancies.
- To provide administrative support to the Local Delivery Directorate to fulfil its commitments in respect of anti-social behaviour in line with policy and procedures and in partnership with the wider community and relevant statutory and non- statutory agencies, such as case administration, liaising with customers & police for collection of evidence etc.
- To support the Income Recovery Officer's and Neighbourhood Officer's to ensure that Broadlands income is maximised, and recharges and refunds are processed.
- The post holder will be responsible for providing reception services to tenants, clients and visitors to area offices and dealing with all customer enquiries and maintain reception areas as required.
- To provide administration for postal services within an area office for both incoming and outgoing mail.
- To participate in service reviews to achieve efficient service for tenants.
- To support other Local Delivery teams in times of absences / variances of workload. This may require the post holder to travel throughout the region to provide support and cover to other area offices, as directed.
- Will be required to carry out any other duties of a similar nature and type, and carrying the same level of responsibility, as may from time to time be directed by Broadland

Common Features applicable to all roles within Broadland:

- Flexibility in out of hours working, as business needs dictate
- You must keep up to date with sector developments and particularly any applicable to your own role.
- You will undertake all corporate or job specific training required by the Association as part of your job. All training is considered mandatory.
- You will act in accordance with the mission and values of the Group strategy.
- There is a duty to ensure your own health and safety at work and that of your colleagues and to co-operate with the Group for it to fulfil its legal obligations.
- There is an expectation that you will promote Equality, Diversity and Inclusion.
- You are expected to comply with all Data Protection principles, particularly in relation to confidentiality of data you use, securely storing data, accessing of data on systems and deletion of data. Full details can be accessed via the Data Protection Policy.
- You will undertake any other duties, as directed by the line manager, which are at an appropriate level to your grade, as may be required from time to time.



PERSON SPECIFICATION

Job Title: Local Housing Advisor

Essential Criteria

Qualifications

- Minimum of 5 G.C.S. E's, including Maths & English Language (Grade C/Level 4) or equivalent
- Numerate and literate

Experience

- Experience of using Microsoft office application including Word, Excel and Microsoft Teams
- Experience of working with customers face to face.
- Experience and understanding of:
 - Customer need, and how to deliver excellent customer service.
 - Producing general & business correspondence
 - Providing administrative tasks

Desirable Criteria

Qualifications

- Hold a CIH approved housing qualification or be working towards one.
- Driving Licence as travel throughout Norfolk may be required .

Experience

- Experience of working in the Housing Sector
- Experience of working as a Local Housing Advisor or similar
- Experience and understanding of:
 - Tenancy agreements and associated contract and housing legislation
 - The roles of landlord and tenant
 - Welfare benefits relevant to tenants in social housing.