

Role profile

Job Title:	Housing Assistant	Grade:	6
Department:	Housing Landlord Services	Post no.:	15427 52413 53904 55006
Directorate:	Housing & Environment	Location:	Various

Role reports to:	Housing Team Leader
Direct reports:	N/A
Indirect reports:	N/A

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

- Act as a professional and customer-focused first point of contact for Housing Services, responding to enquiries by phone, email, and face-to-face.
- Support residents across all tenures throughout their tenancy by providing accurate advice and resolving queries wherever possible.
- Deliver high-quality administrative support to the housing service, including managing records, processing documentation, and supporting service delivery.
- Contribute to a performance-managed environment, meeting service objectives and working proactively to improve outcomes for residents.
- Work collaboratively with colleagues, other departments, and external partners to ensure smooth and effective housing services.
- Play an active role in supporting team resilience, including assisting with training and providing service-wide cover when needed.
- Comply with the council's Code of Conduct, Equality, Diversity and Inclusion policies, and Health & Safety requirements.

Key accountabilities

- Serve as the first point of contact for housing services, delivering a professional, courteous, and customer-focused experience across multiple communication channels, including reception, telephone calls, and email mailboxes, ensuring all enquiries are acknowledged and managed within corporate response timeframes.

- Handle enquiries efficiently, providing clear information and advice to resolve issues wherever possible.
- Develop and maintain strong knowledge of housing services and procedures, ensuring compliance when managing customer requests.
- Manage vulnerability reporting, including monitoring and responding to the dedicated vulnerability mailbox, raising vulnerability flags, recording Person Centered risk assessment outcomes on the system and ensuring that all relevant information is accurately recorded and updated as appropriate.
- Maintain up-to-date ICT skills, using Microsoft packages for document production, data analysis, and mail-merge tasks, and provide minute-taking support for meetings when required.
- Draft, compile, and issue communications while ensuring accurate logging, indexing, and digital filing of documentation, including requesting archived files and maintaining well-organised records.
- Provide comprehensive administrative support across the service, including managing multiple functional mailboxes, raising purchase orders, and processing invoices.
- Support the voids process by managing tasks such as handling and recording returned keys, preparing end-of-tenancy and new tenancy bundles, compiling sign-up packs, and carrying out scanning and filing. Ensure accurate records are maintained and processes are followed to enable efficient property turnaround.
- Liaise effectively with Housing Officers, Housing Team Leaders, and other teams such as Housing Benefits, Voids, Repairs, Social services and Safer Communities to support the smooth delivery of services.
- Support Housing Officers and compliance teams in managing 'no access' cases, taking the lead in making initial attempts to coordinate access and ensure that all required checks are completed in accordance with procedures and regulations.
- Operate within a performance management framework to meet or exceed service objectives, maintaining evidence of individual contributions to team and service goals.
- Support team resilience by assisting with the induction and training of new staff and by providing cover across the service as needed.
- Monitor the mutual exchange portal and process applications in accordance with the 42-day statutory timescale, ensuring all steps are progressed promptly and accurately within procedural requirements.
- Log and collate Subject Access Request information for Housing Officer review, ensuring accurate records and compliance with data protection procedures.
- Work from the office at least three days per week, in line with service delivery requirements.
- Carry out any other duties that are reasonable and appropriate to the scope and level of the role.

Key performance indicators

- To meet corporate standards and response time for dealing with telephone calls, emails and correspondence.
- To work as part of a team to meet the targets set in the service plan and to deliver customer focussed services.
- Delivery of statutory and local performance indicators including processing mutual exchanges, lettings and subject access requests.

Key relationships (internal and external)

- Internal: All Ealing Council Departments
- External: Tenants and leaseholders, members of the public, councillors

Authority level

- Contribute as part of the team to meet corporate targets
- Contribute as part of the team to delivering Value for Money

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Ability to deliver customer-focused services in a professional and courteous manner, across a range of communication channels including face-to-face, telephone, and email.
2. Ability to respond to enquiries by providing accurate advice and information and resolving issues at the first point of contact where possible.
3. Strong administrative skills, including experience managing records, digital filing systems, and processing documentation accurately.
4. Competent in using ICT systems, including Microsoft Word and Excel, for tasks such as producing documents, data entry, mail-merge and basic data analysis.

5. Ability to prioritise and manage workload independently to meet service targets and statutory deadlines, such as those for mutual exchanges and subject access requests.
6. Good written and verbal communication skills, including the ability to draft clear letters and emails, and to compile simple reports.
7. Able to work collaboratively in a team environment, sharing information, supporting colleagues, and contributing to service goals.
8. Ability to liaise effectively with internal teams and external partners to support joined-up service delivery (e.g. with Housing Officers, Repairs, Housing Benefits, or Social Services).
9. Demonstrates initiative and responsibility in managing tasks such as ordering supplies, processing invoices, or compiling sign-up and tenancy packs.
10. Ability to manage and update customer records accurately using housing systems or databases, and to follow processes such as flagging vulnerabilities or processing void-related documentation.

Essential qualification(s) and experience

1. Ability to use IT software packages e.g. Microsoft Word and Excel, as well as mainframe systems in a working environment.
2. Experience of delivering exceptional customer service
3. GCSE qualifications or equivalent (including English and Maths)

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> Is passionate about making Ealing a better place Can see and appreciate things from a resident point of view Understands what people want and need Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> Does what they say they will do on time Is open and honest Treats all people fairly 	<ul style="list-style-type: none"> Ambitious and confident in leading partnerships Offers to share knowledge and ideas Challenges constructively and respectfully listens to feedback Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> Tries out ways to do things better, faster and for less cost Brings in ideas from outside to improve performance Takes calculated risks to improve outcomes Learns from mistakes and failures 	<ul style="list-style-type: none"> Encourages all stakeholders to participate in decision making Makes things happen Acts on feedback to improve performance Works to high standards