

## **JOB DESCRIPTION**

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<b>Job Title:</b>	<b>Housing Management Assistant</b>
<b>Directorate:</b>	<b>South and East London &amp; South of England</b>
<b>Location:</b>	<b>Hither Green</b>
<b>Reporting to:</b>	<b>Assistant Manager</b>

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### **PURPOSE OF THE JOB**

The Housing Management Assistant will provide first contact, reception and basic housing management to clients referred through Lewisham Council. You will be responsible for controlling access to the building, dealing with emergencies, carrying out Health & Safety checks and reporting on any events or concerns. The post holder would normally work 9 am to 5 pm (37.5 hours per week) but start and finish times may need to vary to meet the needs of the service.

### **KEY RESPONSIBILITIES**

1. To provide good customer service at first contact and reception, including taking telephone messages and giving information to referral agents.
2. To prepare void rooms for re-let which will include cleaning, making up beds and basic maintenance.
3. To contribute to an inventory of bedding and other equipment supplied to rooms and to advise the Deputy to order fresh stocks as necessary.
4. To maintain the safety and security of residents and the building by; supervising the entry and exiting of the building, undertaking regular Health and Safety Checks on patrols and monitoring the CCTV system.
5. To maintain a full and accurate log of events, report on incidents, record contact with clients on file and report any maintenance issues for the purpose of clear and concise communication to service staff.
6. To take immediate action in the event of a fire or emergency; calling emergency services as appropriate. To respond to medical emergencies with first aid and follow up where needed by making contact with emergency services and the on call manager. To respond appropriately to violent incidents.
7. To record all calls to emergency services in appropriate log.
8. To be a good team player and work constructively with colleagues and managers in all aspects of the post holders work.

9. Upon request, to participate in verbal and written handovers from outgoing / incoming service staff.
10. Monitor the use of bed spaces and report residents missing to the management team and police as advised.
11. To undertake housekeeping and cleaning duties in order to maintain a clean and safe physical environment.
12. Respond to neighbourhood concerns appropriately, i.e. to record details of a complaint or incident.
13. Ability to create and welcoming environment and ability to provide a sympathetic approach to clients and signpost to community services where appropriate
14. Awareness of safeguarding.

## **GENERAL**

- Adhere to St Mungo's Policies and Procedures at all times.
- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Housing Management Assistant

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

#### 1. Experience

1.1 Basic level numeracy / literacy will be necessary for administrative duties.

#### 2. Skills, Knowledge and Abilities

2.1 An understanding of the issues that affect vulnerable clients.

2.2 Ability to demonstrate a clear understanding of confidentiality

2.3 To display initiative in identifying action required and taking appropriate measures

2.4 To be able to prepare and write word documents and use online communication systems e.g. e-mail, CCTV

2.5 To be able to evidence working on your own initiative

2.6 Ability to adapt your approach, to suit a variety of situations, individuals and groups

2.7 The ability to read, write and speak English to a level that enables effective communication with colleagues, managers and our clients

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted).
- Willingness to work flexibly in response to changing organisational requirements.

**In the selection and interview process, we will be assessing candidates against the following competencies:**

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Is client and customer focused</li> <li><input type="checkbox"/> Is open to new ideas, improvement and change</li> <li><input type="checkbox"/> Handles situations and problems with innovation and creativity</li> <li><input type="checkbox"/> Shows commercial and financial awareness</li> </ul>
<b>Interacting and Influencing</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership</li> <li><input type="checkbox"/> Shows self-awareness</li> <li><input type="checkbox"/> Works well with other people</li> <li><input type="checkbox"/> Collaborates and networks effectively internally and externally</li> <li><input type="checkbox"/> Shows sound communication and influencing skills</li> </ul>
<b>Understanding and Doing</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements</li> <li><input type="checkbox"/> Able to think strategically</li> <li><input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role</li> <li><input type="checkbox"/> Has good writing skills at the level required for the job</li> <li><input type="checkbox"/> Plans, organises and manages time well</li> <li><input type="checkbox"/> Demonstrates compliance and accountability</li> </ul>
<b>Involving and Including</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Builds client/stakeholder involvement into all activities</li> <li><input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop</li> <li><input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>
<b>Managing and Empowering (for managers only)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Builds a high performing team</li> <li><input type="checkbox"/> Provides staff with clear direction and support</li> <li><input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team</li> <li><input type="checkbox"/> Manages the operational aspects of their function efficiently</li> <li><input type="checkbox"/> Implements plans, strategies and services effectively</li> <li><input type="checkbox"/> Actively contributes to service growth</li> </ul>