

CONDITIONS OF SERVICE

- Hours:** Hours are **35.25 hours** per week. Where additional hours are worked, overtime will be paid (must exceed full time hours if part time) or time off in lieu given, depending on the organisational requirements. A flexi system is in operation.
- Contract:** **Fixed Term Post for 11 months.** All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
- Salary:** Salaries are paid monthly, directly into a bank account of your choice. The salary for the post is **£23,331 - £24,725 per annum.** It is policy to commence on the first point of the salary scale unless, at the Manager's discretion, an alternative agreement is reached.
- Pension:** Employees will initially be enrolled in the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer 3% to the scheme as of 1st April 2019. Further details of the scheme are available from the payroll team.
- Employees with a contract of 6 months or more can however opt out of the auto-enrolment scheme and request to join Hillcrest Homes Defined Contribution Scheme with the TPT Retirement Solutions where the employee currently contributes 8.5% of earnings and the Organisation's contribution is 8.5%.
- Health Plan:** Employee's are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.
- Annual Leave:** **Leave year runs from 1st January - 31st December.** Annual Leave entitlement is 225.6 hours per annum, rising to 260.85 hours over a 5 year period. 5 days Public holidays have been included in this annual leave entitlement. Managers will commence on 260.85 hours. You are required to retain 35.25 hours annual leave (or

part time equivalent) to cover the shutdown period over Christmas and New Year **Annual leave is calculated on a pro rata basis for part time staff**

General: Hillcrest Homes have their own system in place for negotiating annual pay increases. All employees have the right to join a trade union if they so wish.

Smoking: The person appointed will be working in a non-smoking environment. There are no designated smoking areas within the office. Smoking is permitted outside the building and should be out of view of clients and, or customers. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are outwith the control of the Association are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

Qualifications: Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.

Rehabilitation of Offenders Act 1974: If you have any unspent convictions you must declare this on your application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction and, or caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland's website at www.disclosurescotland.co.uk and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST HOMES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.

Equal Opportunities:

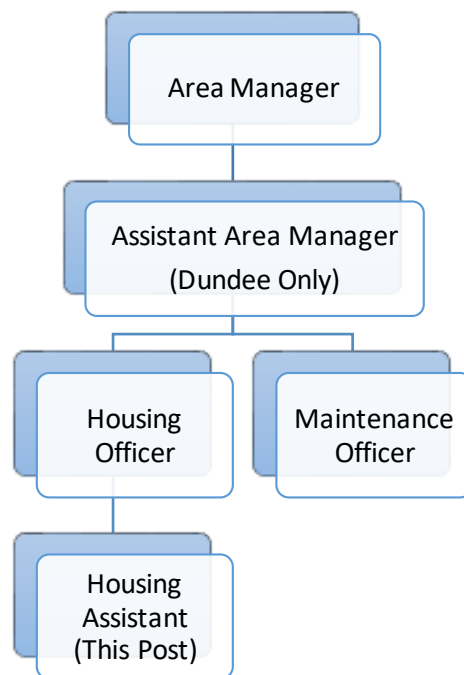
Hillcrest Homes is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favourable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Applications:

Please forward applications before the closing date
C.V.'s will not be considered.

Job Description

Job Title: Housing Assistant
Department: Housing
Salary: £23,331 - £24,725 per annum
Responsible to: Housing Officer



Main Purpose of Post:

The Housing Assistant will be responsible for providing a comprehensive housing management service to all our customers. This will include sharing owners, tenants' and owner-occupiers as required.

Responsibilities:

The Housing Assistant will:

- Contribute at an operational level, playing a key role in ensuring the effective delivery of the housing management service;
- Ensure effective liaison with other internal teams and external stakeholders.

Main Duties:

1. Front Office Services – including reception and all administration and, or clerical duties;
2. Providing advice to tenants on all matters relating to their tenancy and dealing with other customer enquiries;
3. Providing general information and wide-ranging housing advice on housing available from Hillcrest; issuing and assisting customers in the completion of appropriate forms and, or surveys;
4. Providing an administration service to Allocations, Lettings and Void Management, including liaison with Local Authority staff in the operation of the Common Housing Register (CHR);
5. Dealing with application enquiries, interviewing applicants and providing information on Common Housing Registers;
6. Processing Anti-social Behaviour complaints, providing general advice on dealing with neighbour issues;
7. Implement our Complaints Policy as required to ensure an effective and responsive service is delivered;
8. To self-prioritise own workload and effectively complete tasks with minimal supervision;
9. Maintaining all computer records relating to tenants on the appropriate IT systems;
10. Provide support and assistance to the Housing and Customer Service teams as required.

Customer and Partnership Working:

Work constructively with tenants, residents and other stakeholders to:

- Assist in the production of communication material to tenants and other stakeholders;
- Liaise externally with a range of agencies and stakeholders.

To attend meetings as required and carry out any other reasonable duties as required by the organisation.

Person Specification – Housing Assistant

Attribute	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> Qualified to a relevant SCQF Level 5 or equivalent professional qualification. 		Application Form; Qualification Certificate.
Experience	<ul style="list-style-type: none"> Experience of delivering quality customer service; Experience of providing an administrative service: Experience of using IT applications, in particular Microsoft packages and ability to learn new computer systems; Experience of working to set targets. 	<ul style="list-style-type: none"> Knowledge of Data Protection, Equalities and Diversity and Health and Safety Acts; Previous experience of working with other landlords or similar bodies; Knowledge of Housing Sector and how it operates, including awareness of current legislation; 	Application Form; To evidence at Interview.
Proven Competencies	<ul style="list-style-type: none"> Be able to evidence strong, effective, written and verbal communication skills; Able to develop and maintain positive Working Relationships; Able to demonstrate Planning and Organisational skills to prioritise workload; Able to demonstrate Professional and Technical Knowledge relevant to the role; Ability to use a Problem Solving approach to respond positively to enquiries. 	<ul style="list-style-type: none"> Ability to work in a busy environment 	Application Form; To evidence at interview; Test at interview; References for verification.
Additional Role Specific Requirements	N/A		