

JOB DESCRIPTION

Customer, Arts & Property Tenancy Advice & Repairs Team

Role Profile: Tenancy Advice Assistant

Service/ Team: Customer Arts & Property / Tenancy Advice & Repairs Team

Reporting to: Tenancy Advice Officer

Number of Posts 1 – part time

Post No: 7564

Grade: F

My job improves the quality of life for the people in Bournemouth, Christchurch and Poole by ensuring this part of the job is delivered in this way which has this impact.

Job Overview

The team provides a customer focused responsive service to BCP Homes residents, leaseholders and other external agencies.

1. Job Purpose & Objectives

To ensure that all customer enquiries are dealt with effectively and efficiently in accordance with the Council's policies and service standards.

To receive enquiries from customers and log customer contacts for the Housing Management Team.

To provide general advice to customers and deal with initial queries on housing management issues, including anti-social behaviour, rent and lettings.

To liaise with other teams, departments and organisations to resolve customer queries.

2. Main Duties & Responsibilities

To provide an excellent service to customers to meet their individual needs.

To ensure that any payments received from customers are receipted in accordance with the Council's procedures.

To deal with contacts from tenants, other residents and third parties and log such customer contact on the Council's Northgate Housing IT system.

To provide basic advice and information to customers on housing management matters and other issues to answer customer contact.

To provide a reception service and deal with customer queries received through the integrated reception desk.

To receive complaints of anti-social behaviour and deal with these in accordance with policies and procedure.

To manage low level anti-social behaviour cases and escalate higher level cases accordingly to Housing Officers and the Anti-Social Behaviour Team.

To manage cases resulting from initial customer contact, e.g. permission for pets and changes to the tenancy agreement.

To manage cases in accordance with policies and procedure where access has not been provided for gas servicing and escalate cases accordingly to legal action.

To maintain a waiting list for garages and allocate garage tenancies in accordance with the Council's policies and procedures.

To receive and act on advice from other members of the housing management team.

To deal with general enquiries received from the public.

To identify own training needs and take part in training and development opportunities when required.

Any other duties prescribed by the Tenancy Services Manager.

3. Supervisory / Managerial responsibility

None

4. Communication/Contacts

Liaise with other sections of the Council including (BCP Homes, Trade Supervisors & Operatives, Surveyors, Housing Officers).

Communication with contractors and suppliers of goods

Frequent contact with tenants.

Contact with Councillors

5. Career/Salary Progression linked to this post

Not appropriate.

6. Additional Information

NB: The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Head of Service or nominated representative (in consultation with the postholder) to reflect the changing work composition of the business.

This is an outline job description only and the post holder will be expected to undertake the duties commensurate within the range and grade of the post or any lesser duties as directed by the Head of Service or nominated representative.