**JOB DESCRIPTION**

**Post Number: 7564**

**Post Title: Tenancy Advice Assistant**

**Grade: BG07 Grade 5**

**Department: Housing & Communities**

**Division:** **Housing Management**

## 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.

## Main Duties & Responsibilities

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

To undertake customer satisfaction surveys and elicit customer feedback.

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.

## Supervisory / Managerial responsibility

Not appropriate

## Communication/Contacts

Liaise with other sections of the council (Housing Options, Environmental Health, Housing Benefits, Social Services, ASK Bournemouth) and agencies outside the council, e.g. Citizens Advice Bureau, Police, Primary Care trusts etc.

Frequent contact with tenants.

Contact with Councillors.

1. **Career/Salary Progress linked to this post**

Not appropriate.

1. **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 Business Unit Head 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 Business Unit.