

Thank you for your interest in working with us. This job pack contains a copy of the advert as well as the job description and person specification for the role of:-

Role: Housing Rent Assistant
Salary: £18,432 - £19,927 per annum
Location: Edinburgh, EH14 1RL
Job type: Permanent/Full Time
Job Ref: 0139 - 1726
Closing Date: Monday 18th March 2019

To apply, please forward a current CV with a personal statement telling us a little bit about yourself and why you'd like to work with us quoting reference 0139 - 1726 to jobs@trustha.org.uk or post to Human Resources, Trust Housing Head Office, 12 New Mart Road, Edinburgh EH14 1RL no later than 12 noon on the closing date stated.

Interviews are likely to take place on Thursday 4th April 2019. Our interview shortlist is determined by how you match up against the skills and experience the role demands and only successful applicants will be contacted again to attend the interview.

May I take this opportunity to thank you for your interest in working with us and wish you every success for the future.

Regards

Sharon Chalmers

Sharon Chalmers
HR Assistant
0131 444 1200

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Are you looking for an exciting and challenging role in a progressive Housing Association?

Trust Housing Association has a fantastic opportunity for an Housing Rent Assistant to join our team based at New Mart Road, Edinburgh. In return for your enthusiasm and commitment we will offer you: -

- 35 hours per week with Flexi-time
- Competitive salary of £18,432 - £19,927 per annum
- Access to paid training & continued personal development
- Generous holiday entitlement

What we're looking for in our Rent Assistant:

We are looking for an enthusiastic team member to provide administrative support to our rent team.

Rent Assistant Skills and Experience:

Working as part of a busy team, you should have a flexible approach with excellent organisational skills, along with administrative and communication skills. Although no formal qualifications are necessary you must be proficient using Microsoft packages including Excel.

About Trust Housing:

Trust Housing Association is a national housing, support and care provider, offering a range of accommodation and support services. Primarily serving older people in our communities we also provide housing for families and individuals. We have over 2,600 households across the length and breadth of Scotland, from the Highlands and Islands all the way down to the Borders.

We are an Investor in People Gold accredited employer, a Leader in Diversity and a great place to work.

Trust Housing Association is a Registered Scottish Charity- SC009086



Trust Housing Association Ltd

Job Description



POST:
Housing Rent Assistant

LOCATION:
Edinburgh Office

PURPOSE OF JOB

To support the Rent Team by dealing with all administrative processes efficiently & effectively. Under supervision of the Rent Team Leader responsibility for all new and former tenant cases and supporting Rent Officers as directed with current tenancy arrears case work.

To minimize the Association's rent losses arising from tenant non-payment and unpaid housing benefit.

MAIN DUTIES & ACTIVITIES

In line with agreed process and timescales undertake and be responsible for all administrative duties associated with rent collection and arrears recovery management.

Daily monitoring and management of the Rent Team electronic mailbox and all postal correspondence. Including actioning or forwarding for the attention of the appropriate staff member.

Processing payments such as direct debits, standing orders or by phone including Housing Benefit and Universal Credit payments.

Responsibility for new tenant cases at start of tenancy, making contact to check the arrangements in place initial and ongoing rent payment. Establishing, if Housing Benefit or Universal Credit claims have or will be made and monitoring until a full and regular payment regime is in place. If applicable referring tenants to the Benefits Advisor and referring any complex or difficult cases to the Rent Team Leader or Rent Officer.

Responsibility for rent accounts of tenancies which are ending. Making contact as required confirming arrangements in place for payment of final charges and any arrears. If applicable referring cases that are complex or with significant arrears to the Rent Team Leader or Rent Officer.

Assist Rent Officers with current tenant arrears as instructed and under the supervision of the Rent Team Leader.

Assist the Rent Team Leader and Housing Operations Manager to collate rent collection and arrears recovery performance to the Executive, Board and the Scottish Housing Regulator Annual Return on the Charter.



Deal with written, telephone and personal customer enquiries providing advice and assistance in all aspects of rent account management. As required promote and advise on benefits and refer cases to the Benefits Advisor.

Ensure the that all appropriate manual and electronic records are maintained confirming contact with tenants or others and action taken.

Effective and efficient maintenance of filing and archiving systems.

Ensure the maintenance of confidentiality at all times in respect of matters appertaining to the Association.

To be prepared to undertake training and personal development, so as to maintain and update skills and knowledge, for personal benefit as well as the Associations.

Contribute to and promote a culture of continuous improvement and excellent customer service within the Rent Team and throughout Customer Services.

Assist in the future planned change management process within the team in relation to the introduction of the responsive arrears module within the core housing system, effective delivery of our TRUSTed Systems review and creating a culture of continuous improvement in customer service, process, systems and procedure.

Undertake such other reasonable duties consistent with the scope of the post as may be required from time to time.

EQUALITY, DIVERSITY AND INCLUSION (EDI)

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

REPORTING ARRANGEMENTS

The Housing Operations Manager has overall responsibility for the Rent Team however the post holder reports directly to the Rent Team Leader, who will agree through regular meetings as well as regular 1-1s and annual appraisal the relative priority to be given to the above tasks. However, the post holder will be responsible for organising and prioritising their own workload on a day to day basis to ensure priorities are progressed.



PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
High degree of accuracy and attention to detail	✓	
Ability to make effective use of all Microsoft packages	✓	
Ability to demonstrate a commitment to providing a high quality and responsive service to applicants, tenants, colleagues and external agencies.	✓	
Previous experience of working in a customer services/ housing environment.		✓
Previous experience working within rent recovery within a housing environment or with debt management.		✓
Education, Qualifications, Training & Development	Essential	Desirable
Although no formal qualifications are necessary the post holder must be able to communicate clearly both verbally and in writing.	✓	
Other factors and attributes	Essential	Desirable
Excellent interpersonal skills and achieving and setting personal goals and targets.	✓	
Innovative and collaborative approach to work with drive, creativity and aspiration in seeking continuous improvement for the organisation.	✓	
Highly flexible approach and willingness to contribute in all aspects and functions of the department.	✓	
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	