

ARK HOUSING

JOB DESCRIPTION

JOB TITLE: Housing & Property Services Assistant

LOCATION: 43 Stockmans Way, Belfast

REPORTING TO: Housing & Customer Services Manager

JOB PURPOSE:

To deliver exceptional, first point of contact, customer solutions across a wide range of customer service areas, in line with Ark Housing's performance and customer service standards, and in accordance with our operational and strategic business plans.

CORE AREAS OF RESPONSIBILITY:

- Call Handling / Customer Enquiries
- Provision of Customer Services
- Administrative Support
- Head Office Services

Call Handling / Customer Enquiries

As part of the Customer Solutions Team, to handle all incoming customer enquiries across all communications channels (e.g. in person; telephone; email; text; web; chatbot; other) and to provide, where possible within the scope of the role / delegated authorities, to provide an efficient and efficient service / resolution at first point of contact.

To ensure that all points of enquiry, regardless of the service area, are managed and recorded in accordance with the Association's Data Protection and Call handling Policies and Procedures;

To foster positive relationships with customers through the call handling process, ensuring that all matters are followed up swiftly and efficiently, and that all communications are provided in a professional and accurate manner.

To maintain a record of all enquiries and associated outcomes reached (within the Association's customer information platform), and to keep the relevant officer(s) apprised where matters require their attention for follow-up.

Provision of Customer Services

As part of the Customer Solutions Team, and as a natural outworking of the call handling / customer enquiry process, provide a first class, first point of contact, customer response and resolution service, (including the provision of advice and information as required), across the following key service areas:

- Repairs & Maintenance
- Rent Accounting
- Housing Allocations, Transfers & Exchanges
- General Property, Neighbourhood, & Tenancy Services

Repairs & Maintenance:

- To respond to all first-time and follow-up reports of disrepair, and where required, raise works orders for completion, ensuring the timely and accurate logging of same;
- To keep the customer informed as to the nature of the work agreed for completion including the designated timescales, and where required, (particularly where emergency or urgent works are instructed) maintain regular contact with the customer throughout the repair process for the purposes of scheduling appointments, monitoring progress, and mitigating risk;
- To maintain regular contact with the appointed contractor throughout the repair process (particularly where emergency or urgent works are instructed) and to ensure that the Association's repair handling records system is maintained as required;
- To refer technically complex or cost prohibitive jobs (those which fall outside the scope of delegated authorities) to the maintenance officer for approval prior to raising orders;
- To process individual or bulk repair orders as requested by the relevant maintenance officer;
- To undertake contractor enquiries at the request of the relevant maintenance officers in respect to jobs overdue and outstanding;
- To undertake customer services satisfaction surveys as requested;
- To assist the Maintenance & Property Services Team in a wide range of administrative duties, including, but not limited to the issuing of letters and

surveys; the issuing of bulk repair orders (e.g. boiler servicing); the inputting of data; and maintenance and management of a range of internal monitors and registers.

Rent Accounting:

- To handle all incoming rent account enquires, ensuring the accuracy of information provided;
- To refer technically complex rent account enquiries to the relevant Housing Officer as required;
- To keep the customer informed as to the current standing of their rent account, including any ongoing matters in respect to the same, and to provide advice and information as necessary in respect to financial support and assistance;
- To administer payments by telephone;
- To process individual or bulk rent account letters or rent statements as requested by the relevant housing officer;
- To undertake customer services satisfaction surveys as requested;
- To assist the Housing Services Team in a range of administrative duties, including, but not limited to the issuing of letters and surveys; the issuing of bulk communications; the inputting of data; and the maintenance and management of a range of internal monitors and registers.

Housing Allocations, Transfers & Exchanges:

- To handle all incoming enquires in respect to housing allocation offers, transfers, and exchanges, and to provide general advice and information to enquirers in relation to the same ensuring accuracy of information at all times. This includes information in respect to the general application process, the general working of the common selection scheme, and the general procedures in respect to mutual exchanges and transfers.
- To refer complex allocation enquiries to the relevant Housing Officer as required;
- To issue applications for Transfer & Exchanges as requested by the customer;
- To receive applications for Transfers & Exchanges, logging receipt, issuing acknowledgement letters, before passing to the relevant officer for further processing.

- To process batch offers of accommodation letters for new build schemes and one off allocations as requested by the relevant housing officer;
- To prepare batch pre-allocation tenancy packs for new build schemes as requested by the relevant housing officer;
- To assist the Housing Services Team in a range of administrative duties, including, but not limited to the issuing of letters and surveys; the issuing of bulk communications; the inputting of data; and the maintenance and management of a range of internal monitors and registers.

General Property, Neighbourhood, & Tenancy Services:

- To handle all incoming general enquires in respect to property, neighbourhood, and tenancy services, and to provide general advice and information to enquirers in relation to the same ensuring the timeliness and accuracy of information at all times. This includes, but is not limited to, advice and information in respect to local services and third-party organisations; tenancy agreements; planned maintenance programmes; upcoming new development projects; and other areas of frontline policy and service, including anti-social behaviour and neighbour disputes.
- To refer complex general enquiries or matters to the relevant Housing or Maintenance Officer as required;
- To acknowledge receipt of all anti-social behaviour complaints, advising the customer of the timeframes and processes involved, and to record the first point of contact file note before passing onto the relevant officer for follow-up;
- To liaise with, or signpost the customer to, third-party associated service providers (Councils; other Housing Bodies; PSNI; NIFRS; Social Services) as required for the effective resolution of their enquiry;
- To assist the Housing Services Team in a range of general administrative duties, including, but not limited to the issuing of letters and surveys; the issuing of bulk communications; the inputting of data; and the maintenance and management of a range of internal monitors and registers;
- To ensure compliance with all statutory and regulatory obligations and organisational policies and procedures;
- Ensure the delivery of all services, advice, and information to the highest quality standards;

- Ensure that the organisation's values are upheld;

Head Office Services

- Managing generic office servicing requirements and facilities as requested e.g. booking conferences attendees; setting up meeting rooms; ordering office furniture, stationary and other supplies; managing office equipment; office consumable supplies; and raising ICT support tickets.
- Managing and maintaining stationary room;
- Managing incoming & outgoing post;
- Receiving visitors / maintaining the reception area;
- Maintaining the automated telephone messaging system (Holiday closures etc).

Representational Role

- Attend conference events, seminars, meetings, and training sessions as required;
- Ensure the provision of effective communications both internally and externally with our partners and other agencies and organisations;
- Undertake all duties in such a way as to enhance and protect the reputation and public profile of the Association.

Quality Assurance

- Be proactive and innovative to ensure that systems are effective, and proactively seek ways to improve both your own and the team's standard of customer service delivery;
- Actively engage in on-going learning and development, to ensure sufficient knowledge to excel in your duties.

Any other Duties

This list is not exhaustive and only highlights key areas and tasks associated with this post.

It cannot be prescriptive, and it is a requirement of this position that there exist high levels of flexibility and responsiveness to the changing needs of the organisational and service demands.

The post holder shall therefore be required to positively respond to such demands and ensure that the commitment, innovation, flexibility, and delivery of high-quality services remain paramount.

Benefits & Main Terms & Conditions of Employment

Contract:	Permanent (Subject to 6 Month Probationary Period)
Hours:	37 Hours Per Week, 9am to 5pm Monday & Thursday and 9am to 4.30pm Friday. Due to the nature of the role, you may on occasion be required to work outside normal office hours.
Remuneration:	Current annual salary range is £29,173-£32,244 Remuneration including employer pension contribution of 19% for 2025-26 is equivalent to £34,716-£38,370 . Salaries are reviewed annually and increased in accordance with the Association's Remuneration Policy.
Pension:	NILGOSC contributory pension scheme. Employer contribution is currently 19%.
Annual Leave:	22 days annual leave moving to 27 after 5 years' service and 32 days after 10 years' service;
Statutory Leave:	13 customary holidays per annum;
Occupational Sick Pay:	Maximum of 3 months full pay and 3 months half pay. (Depending on length of service).
Other Benefits:	A range of excellent work and family friendly policies; Access to Electric Vehicle Salary Sacrifice Scheme; EV Charging Facilities at Head Office with on-site Car Parking;

Housing & Property Services Assistant

Qualifications	Essential	Desirable
Minimum of 5 GCSEs or equivalent, including English and Maths	E	
Post GCSE Education i.e A-Level or Equivalent		D
Minimum of CIH Level 2 in Housing Practise		D
Membership of a Relevant Professional Body. E..g Chartered Institute of Housing		D
Experience	Essential	Desirable
Minimum of one years' experience from the most recent three years in in a similar role	E	
Minimum of one years' experience from the most recent three years in a similar role in at least two of the following areas: • Repairs & Maintenance • Housing Management • Social Housing • Advice / Customer Services		D
Knowledge	Essential	Desirable
Knowledge of the Common Selection Scheme for Northern Ireland		D
Knowledge of Data Protection and Confidentiality Requirements	E	
Skills & Abilities	Essential	Desirable

Excellent level of IT literacy with extensive experience in the use of a wide range of Microsoft Office products	E	
Excellent communication skills with a strong focus on the customer	E	
Ability to work within a team and collaborate on common goals	E	
Strong organisational skills to work in a pressurised environment, prioritising workloads to meet targets and achieve results	E	
Exceptional interpersonal skills, with the ability to build relationships and negotiate with others	E	
High level of accuracy and attention to detail	E	
Ability to think creatively and be able to drive to the continuous improvement of services	E	