

Job description

Job title	Senior Housing Assistant
------------------	--------------------------

Job number

Grade 5HC

Directorate:

Customer

Department;

Customer Support

Reports to;

Area Manager

Date effective;

July 2025

(Admin)

Purpose

To lead, manage and motivate a team providing administrative support within Customer Support. Ensure that a high level of effective service is consistently provided to both members of staff and customers.

Key responsibilities / deliverables

1. Ensure that you and your team establish, develop and maintain effective and positive working relationships with all colleagues you work closely with
2. Ensure you lead your team to allocate and prioritise tasks efficiently so they are completed within timescale
3. Work proactively with Customer Support peers and managers to agree resourcing priorities and flag in advance to team SLT where problems may arise
4. Manage small projects in your team as required by the management team
5. Ensure your team produce the agreed monthly reports for Customer Support, producing and inputting data into KPI spreadsheets/other agreed.
6. Ensure you and your team give excellent customer service to all internal and external customers
7. Ensure that you and your team are trained to complete all of the relevant tasks and processes that they will be required to work on
8. Ensure the team effectively complete all general administration and support tasks that are needed by Lettings, Income, Case Management, and Neighbourhood teams, and any other areas of Customer Support Team
9. Ensure that you and your team update the relevant IT system(s) with every customer contact that they have
10. Ensure that your team issue monthly duty rotas and manage queries effectively, and provide feedback on any potential changes to how the rota is collated

Line management
Direct reports: Housing Assistants x 4
Indirect reports: N/A

Key internal contacts
• Customer Support Team • Neighbourhood Management team • Finance • Contact Centre • Property Services

Key external contacts
• A2D customers • DWP • HMCTS • Local authorities • A2D contractors and service providers

Operating environment/dimensions
Customer base:
Job persona: Hybrid
Delegated authority limit: £500
DBS level: Standard
Contract management:
KPIs:
Mandatory training:

Qualifications and training	Essential (Y)	Desirable (Y)
GCSE level or equivalent in Maths & English (at least Grade C / Level 4)	Y	

