

Job title	Assistant Housing Officer
Reports to	Housing Services Manager
Responsible for	N/A
Location	Head Office, New Basford, NG7 7LW (with regular driving for Estates duties)
Hours	37 per week Monday to Friday
Salary	Scale 5, £26,379.57 per annum

Purpose

To support the Housing Services Team in delivering a responsive, customer-focused service to residents, ensuring that enquiries, tenancy matters, and estate issues are managed effectively.

This role combines administrative support with practical involvement in estate and tenancy management, providing an opportunity to build experience across key housing functions and develop towards a Housing Officer role.

Duties and responsibilities

1. General Administration and Customer Contact

- Act as a first point of contact for the Housing Services Team, managing calls, emails, and voicemail, and resolving enquiries where appropriate
- Provide a “one-stop shop” approach to customer enquiries, escalating more complex issues where required
- Support the administration of payments via Allpay/Callpay and assist with direct debit processes
- Provide general administrative support including document management, scanning, filing, and handling incoming/outgoing post

2. Tenancy & Estate Management Support

- Support the delivery of tenancy and estate management services across designated patches
- Assist with pre-tenancy processes, including preparing documentation and attending sign-up appointments
- Carry out home visits and estate inspections in line with service requirements, identifying issues and reporting findings to the Housing Officer/Manager

- Support neighbourhood and estate inspections, ensuring any actions are recorded and followed up appropriately
- Assist with the inspection and handover of void and new properties
- Respond to general tenancy queries and provide appropriate advice and signposting to residents

3. ASB & Enforcement Support

- Support the management of Anti-Social Behaviour (ASB) and Hate Crime cases, under the guidance of a Housing Officer or Manager
- Assist with gathering evidence, including attending visits, taking notes, and preparing documentation
- Attend interviews with residents, witnesses, or alleged perpetrators alongside a senior colleague where appropriate
- Maintain accurate case records and ensure actions are logged in line with service standards
- Support the preparation of documentation required for enforcement action

4. Safeguarding & Resident Support

- Identify potential safeguarding concerns and report these promptly to the Housing Officer/Manager
- Support the completion of safeguarding referrals under guidance
- Assist residents to access services, including support with digital platforms for rent and tenancy management
- Contribute to tenant engagement activities such as estate walkabouts, resident meetings, and community events

5. Service Delivery and Development

- Work collaboratively with the Housing Services Team to ensure consistent and effective service delivery
- Maintain accurate records and ensure compliance with policies, procedures, and regulatory requirements
- Take part in training and development to build knowledge across housing management functions
- Contribute to continuous improvement by identifying opportunities to enhance service delivery

Person Specification

<p>Education</p>	<ul style="list-style-type: none"> • Good standard of education (GCSEs or equivalent, including English and Maths) • Relevant qualification in Housing, Customer Service, or Business Administration (desirable)
<p>Knowledge</p>	<ul style="list-style-type: none"> • Understanding of good customer service principles • Basic awareness of confidentiality and data protection • Awareness of housing management processes (e.g. tenancies, ASB, estate management) (desirable) • Basic understanding of safeguarding responsibilities (desirable) • Awareness of ASB and tenancy enforcement processes (desirable)
<p>Experience required</p>	<ul style="list-style-type: none"> • Experience of working in a customer-facing role • Experience of dealing with a range of enquiries, including sensitive or challenging situations • Experience of administrative work, including managing emails, records, or data • Experience working in social housing, local authority, or a similar environment (desirable) • Experience supporting tenancy, estate management, or ASB-related work (desirable) • Experience of working with vulnerable individuals or safeguarding situations (desirable) • Experience using a housing management system or CRM system (desirable)
<p>Skills and abilities</p>	<ul style="list-style-type: none"> • Strong communication skills, both written and verbal • Ability to build positive relationships with residents and colleagues • Good IT skills, including confidence using Microsoft Office (Word, Outlook, Excel) • Ability to learn and use housing management systems • Good organisation and time management skills, with the ability to prioritise workload • Ability to remain calm and professional when dealing with challenging situations • Ability to work both independently and as part of a team

Personal qualities required	<ul style="list-style-type: none"> • Empathetic and approachable, with a genuine commitment to supporting residents • Willingness to learn and develop within a housing role • Resilient and able to manage emotionally demanding situations • Proactive and takes ownership of tasks within role boundaries
Other Requirements	<ul style="list-style-type: none"> • Full UK driving licence and access to a vehicle for business use • Willingness to travel across estates as required

Approved by:	Nkosana Mthimkhulu
Date approved:	25/03/2026