

# External job vacancy – Clerical Assistant, Lettings – REF: TGHC519

- **Job title:** Clerical Assistant
- **Service area:** Lettings
- **Job ref:** TGHC519
- **Grade:** Grade D £17,072 – £17,772 per annum (SCP 15-17). Full time – 37 hours per week. Permanent.
- **Applicable to:** External vacancy
- **Closing date:** Midnight on Friday, 30<sup>th</sup> March 2018.

An opportunity has arisen in the Lettings Team for the role of Clerical Assistant.

We are seeking to appoint a Clerical Assistant to provide an administrative service to the Lettings team. You will be based at the Company's head office.

The role will involve registering and updating housing and medical applications to ensure customers have the correct level of award and are eligible to access social housing. You will liaise with various departments and organisations to access customer information such as references to ensure applications are processed correctly. The role also involves providing advice to customers about their housing application; this may be face to face, over the telephone, via post or electronic methods such as email and online messages.

The successful applicant will provide general clerical and administrative support to the lettings team. You will also assist in the monitoring and management of the furniture leasing scheme to ensure a high standard of customer service is provided.

Effective communication skills and the ability to deliver excellent customer service, whilst dealing with enquiries in a professional, caring and helpful manner are essential qualities of the successful applicant. Previous experience of data input would be an advantage.

Experience of computerised systems including Outlook, Word and Excel are essential whilst knowledge of Northgate and Abritas would be preferable.

You will have a minimum of 5 GCSE's (or equivalent) at grade C or above including Maths and English and relevant office experience.

We are looking for an enthusiastic team member with a positive 'can do' attitude; previous experience is not necessary as full training will be given.

To progress to the next stage it is important that you demonstrate in your application how you meet the essential criteria: applications will not be considered if they do not fulfil all essential criteria.

Please note: when referring to Equality and Diversity we are looking for an understanding of customer needs rather than legal frameworks

For an informal discussion about the role please email Martin Hedley, Team Leader, Health and Housing or call ext. 5322.

You should consider the **job profile** when applying, giving examples of how you meet the criteria.

## What to do next?

- Read the **job profile** of this role.
- Consider the essential and disable criteria for this role.
- Ensure you meet **all** the **essential criteria** before applying.
- Complete our online **application** ensuring you provide evidence within the body of your application that you meet the **essential criteria**, giving examples where appropriate.
- Applicants who do not evidence that they meet the essential criteria will not be shortlisted for the next stage of the recruitment process.
- Complete the online **confidential** form
- If you prefer you can download a printable **application** and **confidential** forms. You must complete **both** forms for your application to be considered.
- 
- **Assessments will be by application, online assessment and interview for this vacancy.**

Note: The online **application** and **confidential** forms are on our external website, in order to enable employees to complete the online forms away from work if they wish.

**Applications are to be returned by email or post no later than midnight on Friday, 30<sup>th</sup> March 2018**

**[hr@gatesheadhousing.co.uk](mailto:hr@gatesheadhousing.co.uk)**

or

Human Resources Team  
The Gateshead Housing Company  
Civic Centre  
Regent Street  
Gateshead  
NE8 1JN

The Gateshead Housing Company does not accept CVs.

If you need any further advice email the **Human Resources Team** or call ext 5333.

## Why you will love working for us

We know that we can't achieve our vision without the right team of people.

We expect our employees to work in partnership with colleagues, and to apply their skills effectively with commitment and enthusiasm. In return we do our best to make sure they are happy in their work by listening to their ideas and making them feel welcome.

Because we work in partnership with Gateshead Council, we can offer you all the benefits of working for a large organisation as well as the intimacy of working for a small, independent team.

### You will be able to take advantage of:

- Our Local Government Pension Scheme
- Occupational health
- Appropriate training courses
- A **work life balance** policy
- Flexitime scheme
- Generous annual leave entitlement.

The Gateshead Housing Company is an equal opportunities employer and welcomes applications from candidates of any age, disability, marital status, race or sex.

The Gateshead Housing Company has achieved the Positive about Disabled People symbol and Investors In People (IIP).

# Job profile – Clerical Assistant

## Grade D

- **Location:** Head Office
- **Service:** Lettings
- **Line Manager:** Health and Housing Team Leader
- **Car user status:** (eg) Casual

## Job purpose

To ensure the accurate registration and updating of housing applications; providing administrative support to the Lettings team to enable the effective allocation and marketing of properties.

The key roles of this post will include:

1. Registering new housing and medical applications and reviewing application details; assisting in the update of existing applications where there is a change in the applicant's details to ensure customers can be offered appropriate properties in accordance with lettings policy.
2. Administration of references, verification and pre-offer checks, including liaison with the neighbourhood relations team on vetting of applications, to ensure that applicants meet the relevant lettings criteria.
3. Providing excellent customer service and effective liaison with customers to ensure they receive high quality advice and assistance on their housing options, including office interviews and home visits if necessary.
4. Assisting in the monitoring and management of the furniture leasing scheme and furnished tenancies to ensure a high standard of customer service is provided.
5. Awareness of the diverse needs of customers and ability to use aids and resources available to ensure equality in services provided.
6. Updating Northgate, Abrisas and any other systems as appropriate.
7. Taking customer enquiries and complaints in person and on the telephone in line with the Company standards of service. Effective liaison with other sections and departments to resolve as necessary.
8. Assisting with correspondence on Lettings matters in order to provide excellent customer service.
9. To assist in the development of continuous improvement in services provided by partaking in training sessions, workshops, focus groups and other projects as required
10. To demonstrate a positive, diverse and inclusive attitude to both internal and external customers and colleagues
11. Such other responsibilities allocated which are appropriate to the grade of the post.

## Criteria

### Essential

Experience:

- Effective Communication

- Delivering Excellent Customer Service
- Dealing with enquiries in a professional, caring and helpful manner

Qualifications:

- A minimum of 5 GCSE's grade C or equivalent or above or equivalent

Knowledge:

- Office based software packages
- To be able to demonstrate an understanding of what equality and diversity means in the workplace

### **Desirable**

Experience:

- Data Input
- Administration within a customer orientated environment
- Team work

Qualifications:

- Full UK Driving License

Knowledge:

- Choice based lettings
- Working with a diverse range of customers

# Competency definitions

## **2.1 Working with People**

Shows respect for the views and contributions of other team members; shows empathy; listens, supports and cares for others; consults others and shares information and expertise with them; builds team spirit and reconciles conflict; adapts to the team and fits in well.

## **3.1 Relating and Networking**

Easily establishes good relationships with customers and staff; relates well to people at all levels; builds wide and effective networks of contacts; uses humour appropriately to bring warmth to relationships with others.

## **4.3 Analysing**

Analyses numerical data and all other sources of information, to break them into component parts, patterns and relationships; probes for further information or greater understanding of a problem; makes rational judgements from the available information and analysis; demonstrates an understanding of how one issue may be a part of a much larger system.

## **5.1 Learning and Researching**

Rapidly learns new tasks and commits information to memory quickly; demonstrates an immediate understanding of newly presented information; gathers comprehensive information to support decision making; encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback).

## **6.2 Delivering Results and Meeting Customer Expectations**

Focuses on customer needs and satisfaction; sets high standards for quality

and quantity; monitors and maintains quality and productivity; works in a systematic, methodical and orderly way; consistently achieves project goals.

### **6.3 Following Instructions and Procedures**

Not challenging authority; follows procedures and policies; keeps to schedules; arrives punctually for work and meetings; demonstrates commitment to the organisation; complies with legal obligations and safety requirements of the role.

### **7.1 Adapting and Responding to change**

Adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different people or situations; shows an interest in new experiences.

### **7.2 Coping with Pressures and Setbacks**

Maintains a positive outlook at work; works productively in a pressurised environment; keeps emotions under control during difficult situations; handles criticism well and learns from it; balances the demands of a work life and a personal life.