

JOB DESCRIPTION

Division / Department

JOB TITLE:	Housing Assistant (Place)
DIVISION:	Development and Growth
GRADE:	Band 7
RESPONSIBLE TO:	Principal Housing Officer (Place)
POST REFERENCE:	106457

Purpose of Post

To assist in the delivery of services to support the provision of high quality social and private rented homes and management services and assist in the development and delivery of housing regeneration, empty homes and affordable housing initiatives to support the transformation of the housing market.

To support the void, new property and repair processes of the Housing Management Service to ensure it remains cost effective, efficient and responsive to the needs of tenants.

Key Relationships

- Reports to the Principal Housing Officer responsible for the functions covered by the 'Place' section of the service area and follow instruction from Senior Housing Officer (Place) as required.
- Reports to the Principal Housing Officer (People) for duties and responsibilities relating to the rent account monitoring and income recovery function specifically.
- Establishing and sustaining positive working relationships with colleagues across Strategic Asset Management - Housing and working in liaison with all other relevant sections across the Council, particularly those with a housing/housing regeneration remit, plus external agencies and partner organisations.
- Forming effective relationships with tenants to support the delivery of high quality tenancy management services.
- Liaising with private sector landlords in the delivery of services under the social lettings agency.

Main Duties and Responsibilities

New Properties and Void Management

1. Preparing and publishing property adverts on the Homesearch (or equivalent) system in line with checklist plus the intranet, Facebook and Twitter as required.
2. Preparing property inventories to support tenancy sign up process and check out reports on tenancy termination using the Inventory Hive (or equivalent) system for both the Council and private rented stock and preparing photographic evidence of property condition for the social rented stock.
3. Preparing any rechargeable repairs for vacated tenant and assisting with the administration of the organisation's obligations in relation to tenancy deposits.
4. Supporting the day to day management of void properties to ensure properties are in a suitable condition for first let/re-letting including the preparation of legionella risk assessments and organising utilities as required.
5. Responsible for the keeping of records associated with property Energy Performance Certificates and programme in new surveys and renewals when required.

Tenancy Management

6. Assisting with the processing of Right to Buy applications in line with Government prescribed timescales.
7. Undertaking home visits with tenants to support the annual programme and ensuring effective tenant engagement.
8. Responsible for completing tenancy termination forms with tenants, confirming notice period/tenancy end date and negotiating repayment plans for any arrears.
9. Arranging and conducting associated property inspections with tenants in their homes prior to tenancy terminating, to assess property condition and identify/agree works that are tenant's responsibility.

Repairs and Maintenance

10. Assisting in the coordination of reactive, cyclical and planned repairs and maintenance using the Firmstep (or equivalent) system where required.
11. Supporting the Senior Housing Officer (Place) with the process for gaining access to properties for routine safety checks on instruction e.g. liaising with tenants to arrange annual gas safety checks.
12. Visiting tenants in their homes and inspecting properties, following a request for a repair from a tenant, to ascertain further information and/or offer general advice as required and to conduct stock condition surveys.

13. Ensuring effective communication with private sector landlords regarding property repairs and maintenance.
14. Responsible for undertaking procurement exercises to obtain quotes for works in order to meet contract arrangements with private sector landlords.
15. Conducting Tenant Satisfaction Surveys regarding repairs service and collating findings.
16. Assisting in the processing of landlord recharges where necessary.

Estate Management

17. Conducting estate inspections and responding appropriately to low level issues to ensure any remedial action necessary is undertaken to support estate management and to enforce the terms of the tenancy agreement.

Housing Market Renewal (including empty homes and affordable housing provision)

18. Undertaking research into good practice and innovation in the sector to inform the work of the team.
19. Supporting the preparation of funding bids and applications.
20. Assisting with scoping, developing and implementing new housing programmes and initiatives to ensure delivery in line with the objectives of agreed strategies and within agreed frameworks and timeframes.
21. Supporting the Housing Officer (Place) in tasks associated with the development of new build Council houses including administrative tasks and site visits where necessary.
22. Supporting the delivery of grant funded housing projects to assist in project delivery to budget and timescales.

Service Development

23. Contributing proactively to the development of the Strategic Asset Management - Housing service, participating in working groups and suggesting improvements, as well as assisting with the development and delivery of new policies and procedures.

Performance

24. Contributing towards the successful achievement of performance monitoring targets for the service.
25. Assisting in the preparation of reports, statistics and performance information.

General

26. Responsible for monitoring generic email accounts for the Strategic Asset Management - Housing service and redirecting enquiries as required.
27. Responsible for recording data/logging actions on the housing management system Qube SLM (or equivalent) and creating and updating mail merge letter templates on the Qube SLM system (or equivalent).
28. Providing administrative support in preparing purchase order and credit note proformas, coding invoices and responding to GRNs as required.
29. Supporting the work across Strategic Asset Management - Housing as required.
30. Any other duties of a related nature that might reasonably be required or allocated.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: September 2026

HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.