



## Job Description and Person Specification

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b>            | <b>Estate Management Assistant</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Job Grade</b>            | NCC grade D                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Reports to</b>           | Area Housing Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Direct Reports</b>       | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Other Resources</b>      | Mobile telephone<br><br>Laptop                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Role Purpose</b>         | This is a career development position with the aim of improving estate based management functions to support the delivery of the Tenancy and Estate Management Service, working with other public services and partners to ensure that the needs of tenants and communities are met.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Key Accountabilities</b> | <ul style="list-style-type: none"> <li>• To contribute to the development and delivery of Patch Action Plans linked to Estate Quality Standards.</li> <li>• Support with the provision of housing advice.</li> <li>• Support with assessments including fire safety and health and safety assessments, in accordance with Policy and legal requirements.</li> <li>• Maintain up to date Tenant and Leaseholder profile information in order to tailor service delivery to customer need.</li> <li>• Contribute to providing support and advice to tenants and leaseholders to enable them to become involved and influence decision making in relation to services provided.</li> <li>• To support with new initiatives as and when required that will lead to an improvement in performance.</li> <li>• Support the Area Housing Manager to collate information in a timely manner that allows performance to be monitored for all areas of the service.</li> <li>• To ensure that operational procedures are adhered to.</li> <li>• To create and develop a range of internal and external relationships.</li> <li>• To develop and promote tenant involvement at a local level.</li> <li>• Other duties which are broadly consistent with the job description and level of the post.</li> </ul> |

Signed and agreed by the post holder..... date.....


**PERSON SPECIFICATION – Estate Management Assistant**

| <b>Requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <b>Essential – E<br/>/Desirable - D</b>                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| <b>Experience and knowledge</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                   |
| <ul style="list-style-type: none"> <li>NVQ Level 2 in Housing Practice or equivalent qualification or be willing to work towards a relevant qualification.</li> <li>Demonstrate an understanding of working in a housing environment and an ability to learn.</li> <li>To be comfortable with visiting customers in their own home and of some lone working.</li> <li>Ability to work within a team and of proactively working towards joint targets.</li> <li>Ability to work within an office environment and undertake general administrative duties including filing, photocopying, answering of telephones and general office duties.</li> <li>An awareness and understanding of equality issues and a commitment to the implementation of NCC Equality, Diversity and Inclusion strategy and objectives.</li> </ul>                                                                                                                                                                                                                       | E<br><br>D<br><br>E<br><br>E<br><br>E<br><br>E                    |
| <b>Skills &amp; Abilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                   |
| <ul style="list-style-type: none"> <li>Confident in the use of all Microsoft applications (Word, Excel, PowerPoint).</li> <li>Good interpersonal skills and a proven ability to communicate effectively at all levels in both individual and group situations.</li> <li>Ability to remain calm under pressure and to maintain control of challenging situations.</li> <li>The ability to represent a service by developing and maintaining effective liaison and relationships with internal and external representatives and other bodies.</li> <li>Ability to develop and present written or verbal information in a clear and concise manner.</li> <li>Ability to work proactively with minimum supervision.</li> <li>Understanding of the importance of working to a high level of accuracy.</li> <li>Ability to demonstrate an awareness and understanding of health and safety issues.</li> <li>Prepared to effectively organise and manage own workload to ensure that tasks are completed in an efficient and timely manner.</li> </ul> | E<br><br>E<br><br>E<br><br>E<br><br>E<br>E<br>E<br><br>D<br><br>E |
| <b>Qualifications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                   |
| <ul style="list-style-type: none"> <li>Level 2 (GCSE equivalent grades A-C) English and Maths or equivalent qualification</li> <li>Willingness to work towards CIH Level 2 in Housing Practice.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | E<br><br>E                                                        |
| <b>Behaviours</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                   |



|                                                                                                                                                                                                                                         |   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| <ul style="list-style-type: none"> <li>• Prepared to develop skills to improve services and performance for tenants and leaseholders.</li> </ul>                                                                                        | E |
| <ul style="list-style-type: none"> <li>• Able to demonstrate commitment to a good quality customer service/good work ethics e.g. timekeeping, reliability, professional manner.</li> </ul>                                              | E |
| <ul style="list-style-type: none"> <li>• A positive, enthusiastic and can-do attitude and the ability to use your own initiative.</li> </ul>                                                                                            | E |
| <ul style="list-style-type: none"> <li>• Focus on customer care and delivering excellent services.</li> </ul>                                                                                                                           | E |
| <ul style="list-style-type: none"> <li>• Must be flexible and be prepared to work outside normal office hours on occasion, according to the needs of the service, and willing to work at other office locations as required.</li> </ul> | E |
| <ul style="list-style-type: none"> <li>• Prepared to challenge discriminatory attitudes, statements, and behaviour.</li> </ul>                                                                                                          | E |
| <ul style="list-style-type: none"> <li>• Willingness to develop skills to handle difficult situations confidently whilst taking a creative approach to problem solving.</li> </ul>                                                      | E |

**Author.....W Morritt.....Date...12 July 2023.....**