

Job Profile

Job Title	Community Housing Assistant		
Job Reference No.	HOMEJD742	Date of issue:	April 2026

The job in a **nutshell...**

Working intuitively collaboratively with colleagues in your region and at the Customer Service Centre you'll support our Housing Managers to ensure our customers receive a brilliant service locally and our Customer Promise Standards are achieved

You'll use your creative spark to make sure our properties and environments are safe, secure and well managed, supporting our communities to thrive. Naturally commercial, you'll support compliance to our processes so that rents, service charges and other income is maximised

What **success** will look like...

As a real self-starter you'll support our Housing Managers in delivering a brilliant customer experience across their community patches; your work will be tailored depending on local priorities and your key result areas will involve:

Working with the regional team to ensure that our properties and estates are visited, inspected and maintained in line with the regional programme to meet all agreed standards

Commercially savvy, you always have an eye on the money and ensure your ways of working are efficient, for example by ensuring your expenses are minimised

Maximising income through supporting Housing Managers to deliver proactive rent collection, void management and lettings activity, ensuring adherence to relevant policies and processes

Supporting our all-important routine safety and compliance checks, recording these in an accurate and timely fashion aligned to our procedures

Using your eye for detail to support procedurally compliant investigations into low level ASB activity and unlawful subletting, recording your findings appropriately and escalating where necessary

Using insights (you get where our customers are in their lives), to support adherence to our Customer Promise Standards and to deliver valued engagement activities to enable our communities to thrive and grow

Producing reports on adherence to contract specification for communal service charge items to drive the quality of work (grounds maintenance, cleaning etc.)

Working with individual customers to support applications for Disabled Facilities Grant and access to home adaptations

You'll already have these **brilliant** skills, qualifications and knowledge...

Transferable Skills.	Technical qualifications, experience and knowledge.
We have an eye for detail • Applying legislation, working within policies and procedures • Using and recording information accurately and timely • Working in a safe, effective, caring and well-led way	Digital systems and IT use • Confident using IT systems to support a digital-first way of working • Accurate recording of safety, compliance and housing management activity • Using systems to track actions, update records and support reporting
We get where our customers are in their lives • Walk in our customers shoes • Understand how your role makes a difference to our customers • Recognise each customer is different and adopt a flexible, personal approach	Housing management support • Supporting rent collection, void management and lettings activity in line with policy • Recording and supporting investigations into low level ASB and unlawful subletting • Working across rented, supported and leasehold assets as needed
We are self-starters • Be well organised • Be proactive • Strive to get it right the first time	Compliance and process awareness • Supporting routine safety and compliance checks and recording these accurately • Working in line with agreed procedures, policies and Customer Promise Standards • Knowing when to escalate issues appropriately using sound judgement
We have creative spark	Driving and mobility • Full driving licence

OFFICIAL

• Think outside the box about how things can be done more effectively. • Act on your ideas and make things happen. • Share your excitement and passion.	• Access to your own vehicle • Willingness to travel frequently as part of the role
---	--

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Good Excel skills and the ability to interpret data and write concise, easily understandable report Experience of working in a housing management related field; knowledge of Universal Credit and/or Housing Law would be brilliant too
--

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care and taking steps to address and report problems related to Health and Safety. Taking a proactive approach to your learning and development to be the best you can be. This includes understanding and keeping up to date with all our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way. Promoting equality, diversity and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours. Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group. Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

Budget Holder	No	Budget value up to £	Enter value
Manages People	No	# of direct reports circa	Enter value
Travel	Regular	Driving Essential	No
DBS	Enhanced with barring		

