



watmos
COMMUNITY HOMES

Recruitment Information

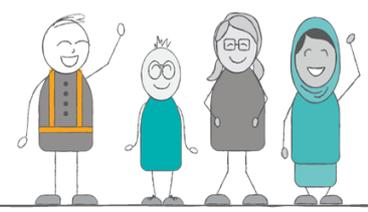
Housing Assistant





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Letter To Applicants

August 2024

Dear Applicant,

Re: Housing Assistant
Location: Walsall, West Midlands

Thank you for responding to our recent advertisement for the post of **Housing Assistant**.

To apply you should upload your CV and complete some basic details on our recruitment site, which can be reached by clicking [here](#)

Further information about Watmos can be found on our web site www.watmos.org.uk

Before completing your online application, please read the job description and the person specification carefully. The selection panel will only shortlist applicants who have demonstrated on their CV that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application.

Should you have any questions or have special requirements please e-mail recruitment@watmos.org.uk or contact Jen Medza, Human Resources Assistant on 01922 471910.

- The closing date for receipt of applications is **1st September 2024**.
- Shortlisting will take place by **4th September 2024**.
- Interviews will be held on **11th September 2024**.

Should you have any questions regarding the application process please do not hesitate to contact me.

All the very best with your application.

Yours sincerely,

M. Anderson

Michael Anderson
Head of Human Resources





Advertisement



watmos
COMMUNITY HOMES



Leading the way in resident empowerment Watmos' unique approach has put it at the forefront of transforming communities, providing great homes and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.

Housing Assistant

**£24,860 pro rata = £9,944 (part-time 14.8 hours per week)
plus many benefits.**

Location: Walsall, West Midlands.

You will provide administrative and organisational support to the Walsall Housing team covering a wide range of support for tenants and service users whilst delivering a high quality, responsive and consistent service. You will also assist in the effective delivery of tenant management, customer services, income management and estate services.

You will have experience of or commitment to working in a customer focused service delivery environment, with knowledge of administrative work including compiling and maintaining accurate records. You will demonstrate excellent written and verbal communication, interpersonal, prioritisation, organisational and I.T. skills including the ability to use Microsoft programmes to a high standard.

We are genuinely proud of our diversity, our people, our values, our homes and our achievements and you will support our ongoing evolution.

In line with our ethos as an organisation we are committed to creating a diverse and inclusive organisation with a sense of belonging, where everyone knows their opinions matter and their talents can be fully utilised. We encourage applications from those of all backgrounds and strongly value having a workforce that includes people who have different life experiences.

To download a recruitment information pack and apply:

Visit: <https://watmos.current-vacancies.com/Careers/Watmos%20VSP-1722>

e-mail: recruitment@watmos.org.uk

Write to: Jen Medza, Human Resources Assistant
Watmos Community Homes, 116-120 Lichfield Street,
Walsall, West Midlands, WS1 1SZ

Closing Date: 1st September 2024





Job Description

Job Title: Housing Assistant
Department: Walsall Housing
Responsible to: Resident Services Manager
Responsible For: None

Significant Relationships: Watmos Staff
Residents
Committee Members
Contractors
Visitors

Location: Walsall

Special Conditions: Standard office hours. Occasional work outside these hours.

Job Purpose

- Provide administrative and organisational support to the Walsall Housing team. This will involve a wide range of operational and support services focused on tenants and service user requirements and which deliver high quality, responsive and consistent services.
- Assist in the effective delivery of tenancy management, customer services, income management and estate services.
- Respond to a wide range of enquiries from tenants, residents and other customers by providing advice and information through assessing customer needs, in a prompt, efficient and courteous manner.
- Complete various administrative support services.
- Ensure that all activities undertaken are carried out to the highest standards of integrity and professionalism in accordance with the organisation's policies and procedures.





Job Description

Key Responsibilities

1. Provide comprehensive administrative and organisational support to the Walsall Housing team in the management of all housing functions. This includes, but is not limited to:
 - Management of tenancies.
 - Lettings administration.
 - Rent and arrears duties.
 - Estate management.
 - Customer service.
 - Recording and distributing internal and external post.
 - General administrative support.
 - Assist with tenancy visits.
 - Assist with initial anti-social behaviour case management.
 - Assist in coordinating and attending events to promote WATMOS.
 - Assist with taking, sending out minutes and coordinating partnership meetings, when required.
2. Conduct 3-year tenancy visits.
3. Support Tenancy Officers with sign ups.
4. Conduct archiving duties.
5. Support the Lettings Officer with processing online housing applications.
6. Assist officers with administration duties.
7. Use electronic housing management system to effectively record various information to enable effective data management and reporting including updating core data and profiling information.
8. Ensure that complaints are appropriately directed so that they are dealt with effectively.
9. Assist in the achievement of key performance indicators.
10. Support the customer services team in the management of tenancy service functions.
11. Be a first point of contact via telephone and email for all new, inbound housing management and repairs enquiries from residents.
12. Respond to calls, emails and other forms of contact from residents and provide prompt, courteous responses and action in accordance with their needs.
13. Record all resident enquiries on the appropriate system, in accordance with policies and procedures.
14. In response to resident requests and on behalf of WATMOS:
 - Raise/report housing repairs on the housing/repairs system.
 - Provide rent account information.
 - Provide basic income advice to residents, print and send statements, order rent cards and receive rent payments when requested.
 - Process meeting rooms bookings.
 - Other tasks related to WATMOS' housing management service as required.
15. Escalate resident enquires to the appropriate specialist colleagues, in accordance with service delivery processes.





Job Description

16. Make outgoing phone calls to residents, as requested, at the direction of managers.
17. Issue letters to residents, as requested, at the direction of managers.
18. Send out customer satisfaction forms and conduct telephone satisfaction surveys where appropriate, collating, inputting and analysing responses.
19. Undertake consultation with residents in liaison with other teams.
20. Maintain, assist and support the links between the functions within other departments.
21. Maintain effective working relationships with external agencies, partners and contractors.
22. Maintain an awareness of all relevant service developments and participate in all aspects of training, pro-actively seeking opportunities for learning and self-development so as to improve effectiveness and efficiency of service delivery.
23. Undertake small projects to improve Housing Services.
24. Provide cover and support for colleagues in the Walsall Housing Team, as required.
25. Comply with and implement the GDPR (General Data Protection Regulation).

Note

No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other reasonable duties and to provide cover for other staff as requested from time to time.



Person Specification

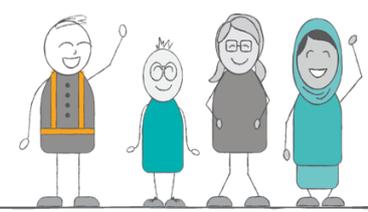
		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
Qualifications			
1.	5 GCSEs (A-C, 4-9) including English Language or equivalent. or Qualified by experience to equivalent level.	✓	
Professional Knowledge and Experience			
1.	Experience of or commitment to working in an office environment, housing or administration role.	✓	✓
2.	Experience or knowledge of administrative work.	✓	✓
3.	Experience of compiling and maintaining accurate written, computerised and statistical records.	✓	✓
4.	Experience of or commitment to working in a customer focused service delivery environment.	✓	✓
Skills and Abilities			
1.	Experience of or commitment to working in a customer focused service delivery environment.		✓
2.	Effective written communication skills, including the ability to write letters, reports and file notes to a high standard.	✓	✓
3.	IT literacy skills and the ability to use Microsoft Word, Excel, Outlook and other appropriate software packages to a high standard.	✓	✓
4.	Strong interpersonal skills at all levels. Fluent and clear verbal communication with the ability to communicate to a variety of customers and service users.		✓
5.	Able to show integrity and maintain confidentiality.		✓
6.	Commitment to fairness, equality and diversity.		✓
7.	Demonstrate enthusiasm, drive and initiative.		✓





Person Specification

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
Flexibility and Commitment			
1.	Willingness to contribute to and be actively involved in Watmos tenant involvement and community empowerment activities and events.		✓
2.	Willingness to travel as required.		✓





Benefits

My Pay

- Competitive salaries, which are benchmarked regularly.
- Salary reviewed annually.
- Enrolment into a pension scheme (4% employee contribution, 5% employer contribution). Opt-out available.
- Enhanced maternity, paternity, adoption and shared parental pay.
- Enhanced sick pay for when you really need it.
- Travel to work loans.
- Electric vehicle car lease salary sacrifice scheme.
- Considerable savings via our high street discount schemes – retail, travel, gym and leisure discounts.
- Enhanced travel expenses.
- Additional pay when working away from home for more than a night.
- Free professional subscriptions.
- Free car parking.

My Wellbeing

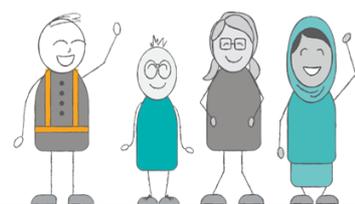
- 25 days annual leave rising to 30 days.
- 8 bank holidays.
- 4 additional concessionary leave days.
- Employee Assistance Programme offering support for home and work issues.
- Interactive wellbeing app designed to enhance your overall wellbeing.
- Access to free 24 hour counselling.
- Cycle to work scheme.
- Free flu jabs, eye tests and occupational health advice.
- Free tea and coffee etc.
- Ongoing assessment of your wellbeing and motivational drivers (work and personal) via 'Open Blend' software.
- A culture that promotes equity, diversity, inclusion and belonging.

My Flexibility and Work-Life Balance

- Hybrid working (home and office working), where role allows.
- Flexible working depending on your role. Flex your start and finish times.
- Flexi-leave. Additional time off for accrued flexi-time.
- A wide range of family friendly policies.

My Development

- In-person and online training sessions as well as e-learning, coaching, interactive workshops and external courses leading to a qualification.
- An innovative approach to performance management via the 'Open Blend' software coaching framework, putting the employee and their development at the heart of conversations.





About Watmos

Our Mission and Vision

By delivering our corporate objectives we will fulfil our mission, which is our 'core purpose' and our vision, which is what 'we ideally want to achieve for our residents'.

Our mission and vision are set out in the graphic to the right.



Our Mission

To provide great homes and services, build strong communities and improve people's lives.



Our Vision

To build a strong community focussed organisation where all our residents can prosper in healthy, safe and vibrant neighbourhoods.

Our Values

Our values are very important to us; they are our guiding principles driving what we do and how we work to deliver our Corporate Strategy. They reflect who we are and how we want to be seen.

Our values were developed by our Board and staff, and we hope everyone who meets us will agree that we live by them, and they are real. Our values are set out in the graphic to the right.



We are Stronger Together: We value the diversity of talents, perspectives and experiences of our people. We work collaboratively to foster creativity, challenge constraints and achieve shared goals.



We have Integrity: We are sincere and act with honesty and fairness. We keep our promises and are accountable for what we do, how we work and our decision making.



We are Caring: We work for the wellbeing and safety of our people showing empathy and understanding. We take responsibility for our environment.



We Strive for Excellence: We constantly review and improve how we do things. We take pride in our work. We make decisions that drive value for money and social impact.



We are Community-Focussed: We provide support to develop the skills, health and wellbeing of residents and build the capacity of community groups to help support thriving communities.



We are Agile: We are adaptable, resourceful and dynamic. We innovate to rise above challenges to make best use of our resources.

Link to Corporate Publications: <https://www.watmos.org.uk/corporate-publications>

