

Job Description

New Tenancy Assistant

RESPONSIBLE TO: Income and New Tenancy Manager

JOB PURPOSE:

To assist and support the New Tenancy Team by providing an effective and efficient administrative support function.

'WHAT' – you do!

- Enthusiasm to learn new tasks and commit to undertaking new challenges as and when they arise.
- Being the first point of contact for tenancy sign up queries whether by phone, email, letter or visitors into Peaks and Plains.
- Provide general administration support to the New Tenancy Team, including the creation of tenancy agreements and advertising properties.
- Ensure the accurate and timely recording of electronic and paper based data - information is checked, processed, presented and stored in line with current service standards, whilst also adhering to GDPR regulations.
- Improve team processes and procedures by improving administration processes through monitoring and gathering information, thus ensuring a customer focused support service is both achieved and maintained.
- To work on chosen contracts and projects to encourage positive working relationships in the areas we work.

'HOW' – you do it!

We deliver the above by displaying the following example behaviours:

- Treating everyone with respect, being courteous and sincere
- Helping colleagues to do a great job.
- Taking responsibility and have a positive attitude and approach to work
- Keep promises given to customers and colleagues
- Inform Managers/Staff when a customer is unhappy to ensure a resolution
- Keep thinking 'how can we do this better'

No job description can cover every task which may arise within the post. The post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.



Person Specification

	ESSENTIAL/DESIRABLE	ASSESSMENT
Behaviour – HOW		
Transparent with your teams and peers	E	I/A
Restless in your approach to finding better ways	E	I/A
Upfront and honest	E	I/A
Skilled - continually improving	E	I/A
Together – championing a “one team” ethos	E	I/A
Transparent with your teams and peers	E	I/A
Experience – WHAT		
Experience of working with Customers	D	I/A
Commitment to excellent customer Service	E	I
Skills/Abilities/Competence – WHAT		
Oral and Written Communication	E	I/S
Team Player	E	I
Ability to deal with information confidentially and sensitively	E	I
Problem solving skills	E	I/S
Ability to work on own initiative	E	I
Basic IT Skills	E	I/A
Work Unsupervised	E	I/A

METHOD OF ASSESSMENT

- A** Application form
- I** Interview
- S** Skills Test
- C** Production of Certificates

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