



Belle Isle Tenant Management Organisation Job Description

**Job Title: Service Support Assistant
Grade: B3**

Belle Isle TMO - Mission and Aims

The postholder will be employed by Belle Isle TMO and will work towards helping Belle Isle TMO achieve its mission which is to Build a Better Future for Belle Isle. In addition the postholder will contribute to Belle Isle TMO's aims which are to;

- Provide High Quality Services
- Help build a safer and stronger community
- Be a well-run Tenant Management Organisation

Belle Isle TMO - Values

The postholder will support Belle Isle TMO's core values which are;

- High standards of governance, accountability, leadership and probity.
- Working together sharing our skills, knowledge and experience, developing and nurturing each other in a supportive and inclusive environment, caring for one another and encouraging trust and mutual respect.
- Doing things to the best of our ability and providing the highest quality of service, aiming to do things right the first time, every time, undertaking regular monitoring against agreed targets, to provide a consistently improving service.
- Ensuring an atmosphere of respect, integrity, fairness and trust - At all times we will be open and honest with each other, treating people fairly, respecting our differences and challenging inappropriate behaviour through our agreed policies and procedures.
- Developing good communication that is clear, accurate and appropriate. We will actively listen to and value each others' points of view and provide an environment where people are happy to share ideas and information in a variety of ways

Belle Isle TMO - Service promise.

The postholder will contribute positively to Belle Isle TMO's Service promise which is to:

- always be as helpful as we can be;
- offer relevant, useful and accurate information;
- make sure we have a range of services and activities that meet service user needs;
- listen to service users and wherever possible, act on feedback;
- support service users to achieve their goals; and smile

Overview of the job

To undertake a range of tasks working across the whole of the organisation supporting key services, specifically Annual Tenancy Visits.

Specific Duties

On a day to day basis you will work across the organisation where required in order to maintain the provision of an excellent service to the tenants and residents of Belle Isle. The main duties of this post are:

- Undertaking Annual Home Contacts across the estate.
- Supporting the Retirement Life Team
- Providing support and signposting to other support services

On a day to day basis the Tenancy Support Manager will be your line manager, however you will work under the direction of an appropriate supervisor when undertaking duties in other areas of work.

1. You will work as part of a small team in each of the areas undertaking your tasks on a daily basis, working within recognised procedures to complete tasks using own initiative to deal with unexpected problems/issues as required.
2. Dealing with queries from a wide range of people across the estate in a professional and helpful manner, directing them to the office if you are unable to help.
3. Providing cover and support to the Retirement Life team by undertaking contact with elderly tenants and residents, including visits, telephone calls, email and text messaging ensuring maintenance of manual and computerised records. This includes floating support to tenants in the wider community.
4. Identifying any signs of vulnerabilities or safeguarding issues relating to our tenants and service users and reporting any concerns.
5. Identifying any repairs or maintenance required in tenants homes or on the estate and referring this to our Repairs and Caretaking teams.
6. Identifying any anti-social behaviour concerns and reporting to our Tenancy Support & Enforcement Team.
7. To provide an excellent customer service to all tenants, residents and visitors to Belle Isle TMO, promoting the image of the organisation and ensuring wherever possible that the customer experience is positive.
8. Responding to queries from tenants and residents across the estate on a number of issues to do with the environment, advising tenants of their responsibilities with regard to gardens and repairs.
9. Making appropriate referrals to Social Care to enable BITMO tenants to maintain their independence in their own homes
10. Meeting agreed targets and developing solutions to continually improve your performance
11. Updating necessary spreadsheets and software ensuring that data is accurately recorded and providing performance information to direct line manager when required.

It should be noted that the above tasks are subject to occasional changes to incorporate other commensurate duties and responsibilities to organisational change/review and to assist flexibility. The duties outlined are not meant as an

exhaustive list and will also comprise any other duties within the spirit of the post as specified by the Chief Executive and the Board.

Person Specification

Area	Essential	Desirable
Experience	Of dealing with difficult and sometimes distressing situations in a calm and professional manner.	
	Supporting people in the Community through previous experience or voluntary work	
	Of basic building construction and maintenance, and repairs.	
Knowledge and Qualifications	Of the requirements of the vulnerable and elderly in terms of support and specific needs for this client group.	GCSE grade A – C in English and Maths (or equivalent) would be an advantage.
	An appreciation of the fundamentals of customer care.	
	Awareness and understanding of basic safety and security measures.	
	Of Health and Safety issues in carrying out the duties of the post.	
Skills	Able to work as part of a small team without direct supervision completing allocated tasks within timescale.	
	Be able to use own initiative and respond to unexpected problems/issues within recognised procedures to ensure tasks are completed.	
	An ability to deal with tenants and their families in a caring and helpful manner, dealing tactfully and diplomatically with sometimes difficult and distressing situations, and maintaining customer confidentiality at all times.	
	Ability to communicate effectively with a wide range of people, answering queries, obtaining and presenting information.	
	Ability to deal with Senior Officers, Contractors, Belle Isle TMO staff and members of the public in an efficient and helpful manner.	
	Ability to work on own initiative and prioritise own workload to ensure that deadlines are met.	

Area	Essential	Desirable
Values and Attitudes	To uphold and promote the mission, aims, goals, service promise and values of the organisation.	
	To work closely with colleagues as part of a team in providing a professional service to meet the needs of the tenants and residents of Belle Isle.	
	At all times to provide a professional, courteous and helpful customer focussed service.	
	To communicate effectively across all areas, to ensure the ongoing development of the service and the organisation.	
	Demonstrate respect, openness and integrity when dealing with tenants and customers	
	Confident and authoritative approach when dealing with people at all levels, both inside and outside the organisation.	
	Conscientious approach towards completing tasks accurately and to deadlines.	
	Flexible approach to team working to ensure the operational needs of the organisation are met.	
	To undertake any other duties, commensurate with the level and experience of the post holder, as may from time to time be required by the Chief Executive, to ensure service continuity, and for the benefit of the organisation as a whole.	
	To carry out the duties of the post, in accordance with all appropriate organisational, statutory, regulatory and professional codes of conduct and codes of practice as applicable within the duties of the post and of the organisation as a whole.	
	To contribute to the aims of the organisation and the development of services by taking an active part in regular supervision, team meetings, team and individual training, promotional, consultative and tenant involvement opportunities and activities	
	To develop and maintain professional links with internal and external customers and stakeholders, as appropriate, for the benefit of the organisation and the tenants and residents of Belle Isle.	
	Willing to take personal responsibility under and abide by Belle Isle TMO's Health and Safety Policy and Equal Opportunities Policies in the duties of the post and as an employee	