

# Job Description



**POST:**  
Local Representative

**LOCATION:**  
Development

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## PURPOSE OF JOB

To provide a housing and tenancy management service to amenity tenants and in some General Needs sites in accordance with the Association's Policies and Procedures as well as undertaking specific tasks as instructed by Customer Services, Asset Management and other departments of the Association.

## MAIN DUTIES & ACTIVITIES

**Tasks – to be carried out on a flexible basis ensuring contracted hours of work average over each calendar month.**

- Tenancy, Estate Management including Anti-Social Behaviour, Property and Rent/Arrears Matters
- Pendant Checks in conjunction with the Alarm Receiving Centre(ARC) where required.
- Pull cord checks in conjunction with the ARC (frequency every 3 months) where required.

Carry out an inspection of the internal and external development/area identifying any communal repair issues.

Where the tenant has not already done so, report all maintenance/repairs and emergency works identified within tenants' homes and in the communal areas to the Repairs Team at the time of visit, and liaise with the Property Officer when necessary. If outwith office hours report all emergency works to the Alarm Receiving Centre.

Liaise with the Repairs Team on any outstanding repairs and report back to tenants. Advise tenants on reporting repairs.

Undertake health and safety checks where required, including monitoring of systems as required within the development such as fire panel, lift, key box, communal pull cords, washing machine door checks and water temperatures.



Reprogramme lifeline units and pendants as and where required

Where required, monitor cleanliness of communal areas and ensure any equipment, furnishings and decoration are in good order. Report any concerns to the appropriate staff member with the Association.

If guest rooms are a feature of the development, ensure that they are available for use, cleanliness is of a high standard and be responsible for bookings and payments.

Provide advice and information to potential customers and carry out home assessment visits when requested.

Carry out pre empty home and empty home condition checks, complete the associated paperwork and liaise with the Repairs and Allocations Teams.

Ensure keys for void properties are available in the void property key box to allow access for contractors to carry out works.

Arrange viewings to empty homes and provide information about the development and any tenancy matters as well as promoting the Association's services.

Undertake tenancy sign ups, issue keys and complete the new tenant checklist in accordance with the Allocations Procedure.

Assist new tenants to settle in, providing advice on how to apply for housing benefits, make rent payments etc. and ensuring new tenants are familiar with all the systems and equipment within the property.

Carry out Arrears Management Visits when requested by the Income Team or Area/Service Manager.

Report any complaints as per the Association's Complaint Handling Procedure to the Area/Service Manager, Property Officer or other appropriate staff member within the Association depending on the nature of the complaint.

Report any Adult Support and Protection or Child Protection concerns to the Area/Service Manager immediately.

Undertake training which is deemed necessary for the role.

Participate in twice yearly communication with the Area/Service Manager using the development staff supervision format.

Carry out any other duties that may reasonably be required by the Association.



## Equality, Diversity & Inclusion

Trust is an Investor in Diversity organisation and as such we seek to promote equality, inclusion and diversity in all that we do.

You will be required to:

- Be aware of and engage with Trust' EDI Strategy and Policies, IID and LID action plans surveys, induction & review sessions and focus groups.
- Contribute to EDI discussions in team meetings and share updates and case studies
- Ensure your EDI training is up to date
- Attend EDI learning and networking events
- Access where relevant, EDI information on Trust's intranet
- Be clear of your responsibilities for EDI as a staff team member and the expected behaviours and values set by Trust
- Challenge any inappropriate behaviour, bullying or harassment and discrimination and report it through the appropriate channels.

## REPORTING ARRANGEMENTS

The post holder will report to the Area/Service Manager.

Signed \_\_\_\_\_

Dated \_\_\_\_\_

Print Name \_\_\_\_\_



## PERSON PROFILE AND SPECIFICATION

Skills & Abilities	Essential	Desirable
Ability to prioritise tasks to ensure timescales are met appropriately.	✓	
Provide a high quality and responsive service to prospective tenants, existing tenants and external agencies.	✓	
Education, Qualifications, Training & Development	Essential	Desirable
Previous Customer Service experience providing advice to members of the public.		✓
Other factors and attributes	Essential	Desirable
A highly flexible approach and willingness to contribute to the success of the development.	✓	
Able to demonstrate a clear understanding, personal commitment and positive approach to the values and vision of the Association to deliver an effective and valued service to our customers	✓	
Willingness to attend training required for the post	✓	
Access to transport where required		✓
Equal Opportunities	Essential	Desirable
This organisation is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the post holder is willing to work in accordance with existing policies and Codes of Practice.	✓	

Signed \_\_\_\_\_ Dated \_\_\_\_\_

Print Name \_\_\_\_\_

