



Resident Services

Job Overview

Pathway to Affordable Homes Assistant

- National Minimum Wage, per annum, pro rata
- Annual salary increments plus any cost of living increase
- Qualified salary £27,000 circa per annum, pro rata
- V72, St Asaph
- 37 Hours a week

Qualifications: *BTEC National Certificate in Business & Finance or Business Administration or equivalent experience in leasehold and private lettings services.*



@ClwydAlyn



Person Specification

Assisting and supporting the Affordable Homes Manager in the achievement of the section's objectives to ensure the delivery of high quality services to agreed standards in relation to all aspects of the service.

Key responsibilities

- Manage and update the waiting list for all services and to identify potential tenants and match them to suitable available properties, from their arranging viewing appointments and completing sign up agreements.
- Interview and evaluate applicants to ensure that they meet the Group's criteria for eligibility and that they fully understand their rights and obligations and gathering references.
- Process legal and other documentation at various stages of the letting process as determined by the Affordable Homes Officer.
- Setting up direct debits and standing orders for new residents. Ensuring that those residents that wish to pay by Allpay are issued with a payment card and raising purchase orders and complete invoice matching.
- Assist and support team members to provide the effective management and control of rent arrears, service charges, recharges and voids across all tenures and services managed by the Affordable Homes Team.
- Inspect properties on a regular basis which may include weekly fire testing, monthly emergency exit testing and quarterly meter readings as determined by the Affordable Homes Team Manager, to monitor the condition of the property/estate and maintain contact with the residents
- Assist with providing early intervention support to residents and in the collection of low level rent arrears.
- Have an understanding, knowledge and operational experience of Affordable Housing products and associated services, including leasehold management and service charges.
- Have knowledge and understanding of rent arrears procedures and policies and settlement arrangements and Landlord and Tenant legislation.
- Liaise with the various agencies to ensure that lettings and sales processes are completed in accordance with legal and other requirements.

Working at ClwydAlyn

- Providing excellent customer service for both internal and external customers, clients and colleagues.
- Training will be provided to work in line with all health and safety requirements, company procedures and legislation. It is essential to complete any training and development as deemed necessary and compatible with the nature of the post.
- All our teams are expected to work inline with our values and also be responsible for the application of Equality and Diversity practices.
- You may be asked to complete work or tasks reasonable that are outside of your usual work, by your manager, director, executive team or the board, this would be discussed in detail if necessary.
- Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands, or warnings which would impact on their ability to carry out their role.

About ClwydAlyn



ClwydAlyn was formed in 1978 as a non-charitable Registered Social Landlord and now manages over 6,500 homes and employs 760 staff. We deliver a range of housing management related services, which includes care and supported housing, development, and repair and maintenance services across North Wales (Denbighshire, Flintshire, Conwy, Wrexham, Powys, Gwynedd and the Isle of Anglesey).



Our homes and services include social family housing and single person accommodation, supported living accommodation and specialist care and nursing services, low-cost home ownership, leasehold management services and intermediate and market rented housing. The Group's turnover is £64m.

We are an ambitious Housing Association and very driven by our values and mission. We believe that it is wrong that there is still so much inequality and poverty across our region, and we know that this impacts every aspect of people's lives. We took a strong position to end evictions four years ago and we use our money and influence to do all we can to support those experiencing poverty and to champion for change across our country.



Why work for us?

Job Benefits

- Are you looking for an excellent work life balance?
- Would you like 25 days paid holiday (increasing to 30 days), with the opportunity to sell/purchase more annual leave?
- Receive up to 8% employer pension contributions.
- Join a Cycle to Work scheme.
- Receive eye care vouchers.
- Free hot meals provided to staff when working.
- Excellent enhanced maternity package and many other company benefits.



You can apply in a number of ways:

The more traditional approach

Send an up-to-date CV which shows your full career history and a statement explaining why you are interested in this role and the skills and experience you can bring to the role.

Send us a short film

Maximum 3 minutes explaining why you are interested in this role and the skills and experience you can bring with a short accompanying letter/email.

Ffôn/Tel: 0800 1835757
Ebost/Email: help@clwydalyn.co.uk

apply at clwydalyn.co.uk
applications close 14 May

This role has been assessed as requiring an Enhanced Level (without barred list) Disclosure and Barring Service (DBS) check. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role. Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Group's DBS Policy and Procedure which can be requested from the HR Team.