



## JOB DESCRIPTION HOUSING ASSISTANT

### Job details

<b>Location:</b>	Home-based, within the UK
<b>Reporting to:</b>	Housing Specialist
<b>Hours:</b>	25 hours per week (Mon-Fri)
<b>Salary:</b>	£15,000 per annum

### Job purpose

The Housing Assistant will provide support to the Housing Specialist, who is the subject matter expert on issues relating to Army families' housing. The post holder will act as a first point of contact for all families who have a housing query or concern. They will assist the Specialist with resolving enquiries, identifying emerging issues and keeping published housing information up to date.

### Job responsibilities

#### Responsibilities of the post include:

- Being a first point of contact for Army families with specialist queries relating to housing, responding to enquiries (as appropriate), including referring enquirers to appropriate sources of help and information, or to the Specialist for more complex enquiries.
- Ensuring housing areas of the website are up to date.
- Keeping informed of developments in legislation, procedures and policy relating to housing issues.
- Identifying new issues and trends to the Specialist, and collating evidence from enquiries and database statistics.
- Engaging at working level with key contacts on simple specific enquiries (e.g., DIO, national housing contractors).

- Where required, liaising with AFF Regional Leads to deliver presentations to families.
- Where required, representing AFF at appropriate meetings/events, to brief military and civilian policymakers on specific housing concerns of Army families.
- Provide cover for the Specialist during their leave of absence.

**General:**

- Completing personal administration using AFF applications and processes, including monthly timesheets and expenses claim form
- Entering enquiries on AFF’s database and contacts onto the AFF CRM system
- Attending and participating in AFF meetings, training and other events
- Any other duties appropriate to the post, as required by the needs of the organisation from time to time

## Knowledge, skills and experience needed for the job

- All applicants must be eligible to work in the UK.

<b>ESSENTIAL</b>
Understanding and current knowledge of Army life and its impact on families
Strong written communication and reading comprehension skills
A keen interest in the welfare and quality of life for Army families
Clarity of expression, both written and verbal
Demonstrable listening skills
Self-motivated; ability to work on own initiative and outside of a formal office environment
Ability to prioritise workload and utilise time effectively to work to tight deadlines and cope under pressure
Understanding of principles of client confidentiality
Sound working knowledge and experience of using Microsoft Office, in particular Word, Excel, Outlook and PowerPoint
Effective team player
<b>DESIRABLE</b>
Knowledge and understanding of housing issues that affect Army families
Experience of providing advice and guidance
Experience of preparing and delivering presentations
Experience of home working
Experience in recording data and using evidence to inform activity priorities
An understanding of the impact of military and Government policies on Army families

## Self-development, team-working and conduct

All staff members should:

- Undertake appropriate personal development and maintain and develop skills and knowledge as determined by the Performance Review process and in contact with your line manager (subject to the availability of resources).
- Monitor and maintain a safe working environment and working practices, at all times, and report any health and safety issues or risks to the AFF H&S point of contact.
- Work as a positive team member, in accordance with AFF's Equal Opportunities and Dignity at Work policy and procedures.
- Behave in a professional manner at all times, reflecting and maintaining AFF's Core Values, and generating a positive image of AFF to all stakeholders.
- Adhere to all AFF policies and procedures to ensure these are maintained at all times.

## What we do for you

<b>When do I work?</b>	Generally during normal working hours, Monday-Friday. However, you will be required to work reasonable additional hours in order to fulfil the requirements of your role, including travel and overnight stays.
<b>Does AFF pay overtime?</b>	We don't pay overtime, but we do operate a Time Off in Lieu (TOIL) policy.
<b>How much holiday do I get?</b>	Work life balance is important, and we give all staff 30 days' holiday a year (pro-rata if you work part time or on a fixed-term contract), plus 8 recognised public and bank holidays. PLUS, staff can take the day off on their birthday as an additional day's paid leave.
<b>How will AFF review my salary?</b>	A pay committee, made up of Trustees and the Chief Executive (with contributions from senior managers), reviews pay annually.
<b>Will AFF help me save for the future?</b>	AFF has a workplace pension scheme with NEST, and contributions are based on statutory auto-enrolment rates.
<b>How will AFF help with my development?</b>	Your induction will include time with your line manager. We offer internal training (1-2 times per year), and you will receive an annual Performance Review with your line manager.

<b>Employee Assistance Programme (EAP)</b>	The EAP provides confidential and independent advice and support on many of life's challenges including mental, physical and emotional health issues and financial difficulties.
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## Job context and other relevant information

- References will be taken up on appointment. The successful applicant must be prepared to travel within the UK to meetings as required and to attend staff training events, usually held in the South East area, some of which may require overnight stays.
- There will be a 6-month probationary period and you will be required to sign an agreement that you will abide by the AFF Data Protection & Confidentiality Policy as part of your contractual obligations.
- We rely on home-based staff to supply electricity and use of broadband for purposes of working effectively from home. You may be able to claim working from home tax relief from HMRC in support of these small costs incurred. Full details are available on the gov.uk website.
- AFF supplies a laptop and mobile phone with this position. All equipment provided is for work purposes only and must be used in line with the IT acceptable use policy. All home-based staff are expected to provide a suitable home working environment in which to use this equipment effectively and assessment of suitability may need to be carried out before an appointment is made.
- Expenses incurred in the course of fulfilling the duties of the post will be paid according to AFF's Expenses Policy in force at the time.
- Staff who are expected to drive on AFF business (see essential criteria above) should have access to a suitable vehicle, insured for business use, during working hours, and to adhere to the AFF Driving at Work Policy.