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**Support Housing Assistant**

**Salary up to £29,602**

**Job Title:**  Support Housing Assistant

**Place of work:** High Street Office/Working from home

**Hours of work:** 35 Hours week, Hybrid

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Description automatically generatedSalary:** up to £29,602

**About Beacon**

Beacon results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

Beacon is built on these strong foundations; our ambition is to make an even bigger difference in more people’s lives, guided by our shared culture and values. We aim to be a 10,000 home organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents.

We have increased capacity and resilience to deliver a greater number of new, high-quality homes each year; we’re focused on growth and investment in existing homes and services, and we’re a more resilient organisation with a wider geographical reach.

To play a key role in managing Beacon portfolio of supported housing through liaison with support providers acting as a point of contact for enquiries and ensuring a smooth and effective housing management function is in operation.

You will assist the senior supported housing officer with different project work and re-tendering processes. You will also ensure compliance with contracts and assist in conducting performance reviews.

You will work closely with the finance team managing aspects of income and recovery and assisting the rent increase process.

You will be involved in housing management, conducting inspections, managing new admissions, assisting with low level ASB complaints, and ensuring compliance with safety regulations.

Data management will be a crucial element of the role, maintaining accurate records including contract holder data, alert data, and fire safety information.

You travel to both office locations in Swansea and Tonypandy on a regular basis. There will also be a requirement to travel to various locations in the Swansea, Neath, Port Talbot and RCT areas.

You will work closely with other teams within Beacon Cymru to share best practice and address shared concerns.

**Purpose of Role**

To play a key role in the successful delivery and continuous improvement of supported housing services within Beacon Cymru by providing support to the senior supported housing officer.  This position requires an understanding of housing management processes and procedures and an ability to provide high quality administrative support.

**Responsibilities**

* Working with the senior supported housing officer be the point of contact for support providers, dealing with their enquiries responsively and attending meetings as required.

* Aiding with all re-tendering processes in collaboration with local authorities and support providers. Also assisting with any other project work when required.

* Work closely with the housing teams, community safety, and rents and lettings teams to share best practices and identify areas for improvement. Attending team meetings.

* Assist with the performance reviews of individual managing agents tracking the timely submission of monthly reports.  Conduct thorough reviews of report contents and escalate any identified concerns.

* Schedule monthly meetings and annual reviews.

* Help in the rent increase process, ensuring timely and accurate communication of revised rent changes to all agents.  Maintain the integrity and accuracy of all RHW12 forms.  Also ensure we receive managed agents updated charges.

* Ensure full income recovery from rents, service charges and recharges due from supported housing providers.

* Conduct joint property inspections with managed agents upon contract holder vacating to assess property condition and adherence to re-letting standards.

* Preparing and issuing legally compliant notices including abandonment notices and notices to end contracts.

* Collaborate with managed agents and Beacons compliance team to ensure strict adherence to all relevant safety and regulatory requirements, including gas safety checks, Electrical Installation Condition reports (EIRCs) and Energy Performance Certificates EPCs

* Maintain the accuracy and integrity of all alert data (red flags) through robust data management processes including regular reviews and updates.

* Collaborate with the fire safety officer providing support with data management duties, including the collation and storage of fire risk assessments and the effective communication of fire safety obligations.

* Efficiently manage new admissions, ensuring the accurate and timely entry of contract holder data into all relevant systems and housing files.

* Conduct thorough quality checks of all occupation contracts to ensure accuracy, completeness, and compliance with Renting Homes (Wales) Act

* Regularly check data cross checking with monthly reports and managed agents.

* Collaborate with the finance department annually to conduct a thorough reconciliation of all properties to ensure accurate and complete records.

* Maintain and disseminate an up-to-date directory of support providers and staff to ensure all teams across beacon know who to contact

**Workplace Responsibilities**

* Maintain accurate and up to date records in accordance with good practice and data protection requirements

* Maintain awareness of and understanding of relevant Beacon policies and procedures

* Comply with Health and Safety regulations and the Group’s working procedures

* Treat colleagues, clients, and stakeholders in a fair, non-discriminatory way

**Any Other Duties**

* Carry out any other duties reasonably requested by the group

*This is not exhaustive and may change to meet the needs of the group*

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| **Essential** | **Desirable** | **Supported Housing Assistant**  **Person Specification** |
| **Skills, Knowledge & Experience** | | |
| ✓ |  | * Worked in a Housing or Support Services environment |
| ✓ |  | * Experience of working with the general public and a wide range of client groups and customers |
| ✓ |  | * Practical experience of a customer or solution focused service |
| ✓ |  | * IT literate and able to use a range of software e.g. MS Teams, Outlook, Word, Excel, PowerPoint |
| ✓ |  | * Able to build, maintain (and repair) relationships with colleagues and stakeholders |
| ✓ |  | * Communicating clearly in writing, verbally and numerically |
| ✓ |  | * Able to handle matters diplomatically, using principles of high support and challenge |
| ✓ |  | Ability to work independently and part of a team |
|  | ✓ | * Practical understanding of systems thinking within a service organisation’ |
| **Personal Qualities** | | |
| ✓ |  | * Confident, with excellent communication skills that demonstrate an ability to listen, mediate, negotiate and build rapport |
| ✓ |  | * Good people skills with a sense of humour, and the ability to adapt to a range of situations |
| ✓ |  | * Displays good teamwork and enjoys helping people |
| ✓ |  | * Positive attitude with a proactive approach to problem solving |
| ✓ |  | * An ability to manage relationships where there is a potential for disagreements |
| ✓ |  | * Excellent organisation of work and time management, with the ability to keep within any time limits |
| ✓ |  | * Likes to use own initiative and able to work with minimum of supervision |
| ✓ |  | * Flexible and open to change |
| ✓ |  | * Commitment to the values, aims and objectives of Coastal |
| **General** | | |
|  | ✓ | * Able to converse and communicate in Welsh |
| ✓ |  | * To be fully mobile in the role and able to attend various locations as required. |
| ✓ |  | * Enhanced Disclosure and Barring (DBS) Check |
| ✓ |  | * Committed to attending some meetings or events as required even if outside of normal working pattern |