

KICKSTART ROLE

Available Homes Support Officer (NBU)

Location: Norwich, NR7 0WF

Closing date: June

Placement summary:

- Establish relationships with key regional teams (Neighbourhood Response, LiveSmart & Clarion Response) to support effective working
- Work with peers in the regional team to develop a strong team across region
- Understand assigned tasks and how they fit within the process
- Liaise with Neighbourhood Response teams, Repair teams, contractors and
- Development to ensure that properties are ready to let, and are let, quickly and within target timescales
- Manage the process of making the provisional offer
- Activate the tenancy post sign up, and process the sign up documentation and CORE forms accurately and on time
- Provide administrative support to the Available Homes team to enable a customer focussed service to new residents
- To develop a good understanding of local housing markets and provide advice to the
- Customer Support team on levels of demand for properties where a tenancy is subject to review

Essential skills, experience and qualifications:

- Customer focused
- Excellent team working skills and willingness to contribute ideas for improvement
- Excellent communicator, able to adapt approach to the audience
- Able to develop effective working relationships with colleagues across the organisation and external agencies
- Knowledge and / or experience of providing good customer service
- Good numeracy, literacy and communication (written and verbal) skills
- Good level of IT proficiency in the use of Microsoft Office software (Word, Excel and Outlook)



CLARION
HOUSING GROUP

In order to apply for a Kickstart Scheme vacancy you need to be currently in receipt of Universal Credit payments, be between the ages of 16 – 24 years old and fulfil the suitability and eligibility criteria which will be assessed by your Universal Credit Work Coach.

Please contact your Work Coach via your Universal Credit Journal, stating:

- *The full name of the Employer – **Clarion Housing Group***
- *The Kickstart vacancy that you are interested in*
- *The postcode where the vacancy is based*

Your Work Coach will then contact you to confirm whether you fulfil the suitability & eligibility criteria, and discuss next steps.