

<b>Employer:</b>	<b>Karbon Homes</b>
<b>Vacancy:</b>	<b>Neighbourhood Housing Assistant Support</b>
<b>Hours:</b>	<b>Flexible up to 30 hours</b>
<b>Salary:</b>	<b>£11.44 per hour (National Living Wage)</b>
<b>Working pattern:</b>	<b>Flexible depending on hours but within Monday to Friday 8am to 6pm</b>
<b>Number of vacancies:</b>	<b>1</b>

### Job Summary

Byker Community Trust operates in the heart of the Byker Wall and we're looking for a new person to work within our neighbourhood housing team to deliver excellent housing support to ensure sustained tenancies.

Key tasks will include:

- Acknowledge and respond to initial contact and queries received in person, email, telephone or social media from customers
- Prepare tenancy sign up packs
- Input and collate information on our systems
- Support the delivery of estate inspections and community walkabouts
- Maintain and monitor systems, registers, records and databases

### Essential skills, experience and qualifications

What do we expect to see from you?

This is a starting role, so we don't need qualifications or experience... that's what we're here for. But there are a few key behaviours and skills we want to see from our candidates; and these are ones that if you possess and can demonstrate; you will make this work placement a real success!

- Excellent attention to detail
- Well organised
- Good communication skills
- Able to demonstrate customer care and to be polite and courteous

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|  | <ul style="list-style-type: none"><li>• A commitment to own learning and development and ready to complete the training on offer</li><li>• Ability to work well as part of a team and on your own</li><li>• Ability to use ICT equipment and applications</li><li>• Good level of written skills</li><li>• An understanding or some knowledge of welfare benefits</li></ul> |
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