



## **PARAGON HOUSING ASSOCIATION LIMITED**

### **Assistant Tenancy Management Officer (ATMO)**

#### **EVH Grade 6 Spinal Points PA17 (£29,946) to PA 20 (£32,737)**

We are seeking to recruit an Assistant Tenancy Management Officer to join our Housing Management Department. This post provides an excellent opportunity for the post holder to play a key frontline role within the Association by delivering our customer focused housing management and factoring services to around 1500 tenants and factoring owners in the Forth Valley area. A strong commitment to first class customer service and tenant involvement is essential.

The Assistant Tenancy Management Officer (Grade 6) is part of our Tenancy Management Team which is responsible for a number of key housing management functions including arrears control, dealing with tenant recharges, factoring arrears and tenancy breaches. The post is based in Grangemouth.

This post is varied and involves a high level of front line and telephone engagement with our customers. There are some essential attributes required.

#### **Essential Attributes**

- Excellent customer service and communication skills
- Ability to manage own workload
- Organisational ability with attention to detail
- Ability to work flexibly and in a fast paced environment

This is a permanent post. The post is 35 hours per week with flexible working hours depending on service requirements and there may be a requirement for some out of hours working. The Association is currently operating a hybrid working system and there may be a requirement to work from home at some times.

#### **Key tasks**

- Dealing with frontline customer enquiries
- Arrears control
- Dealing with breaches of tenancy
- Provision of basic benefit & tenancy sustainment advice
- Report production

The full job description and person specification are available as part of our application pack which can be obtained as follows.

- By post from Paragon Housing Association Limited, Invergrange House, Station Road, Grangemouth, FK3 8DG
- Telephone: 01324 878050
- Email: [enquiries@paragonha.org.uk](mailto:enquiries@paragonha.org.uk)
- Downloadable form from [www.paragonha.org.uk](http://www.paragonha.org.uk)
- C.V.s will not be accepted
- Late applications will not be accepted

**If you would like an informal chat about the post please contact Evelyn Mathershaw, Housing Manager on 01324 878050.**

**The closing date is 4.00pm on Thursday 26<sup>th</sup> May 2022.**

We are committed to being an Equal Opportunities Employer. We welcome applications from all sectors of the community.