



Job title	Fixed - Term Housing Services Administrator
Reports to	Housing Services Manager
Responsible for	N/A
Location	Head Office, 90 Beech Avenue, NG7 7LW
Hours	37 per week - Monday to Friday
Salary	£24, 867 - Scale 5

Purpose

The Housing Services Administrator acts as the first point of contact for the Housing Services Team, dealing with customers via all methods of communication and providing comprehensive administrative support in a timely and positive manner to the team. The role supports the delivery of an effective, efficient, responsive and customer-focused housing service. The post holder will have responsibility for initial housing, rent, tenancy and estate management enquiries alongside completing administrative duties associated with voids and allocations, low level housing complaints and ad hoc housing administration tasks as required.

Disclaimer

Any job description provided to you by the organization will not form part of your contract of employment unless specified otherwise. This job description details the major aspects associated with the post. It is not intended to cover every feature of the role in detail. The responsibilities of the role may develop over time and in your day-to-day work, you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, another senior officer of the Association.



Duties and responsibilities

General

Greet customers/residents/leaseholders at Reception, answering and referring inquiries for the Housing Services team.

Monitor visitor book; and acting as a gatekeeper for access into the building or offices.

Sort and distribute incoming and outgoing postal deliveries.

Deal with frontline calls/enquiries/telephone messages for the business in a timely and courteous manner, taking ownership of the query or problem and attempting to resolve it personally (a 'one stop shop' approach).

Deal with enquiries for the Housing Services Team, referring more complex issues to the relevant Housing Services team members.

Deal with e-mails sent directly and to "*housing*" and "*admin*" and ensure a reply within set service standards.

Register, acknowledge and respond to housing management related compliments, complaints and anti-social behaviour reports.

Administer and respond to requests for aids and adaptations and tenancy changes.

Respond to and resolve Stage Zero complaints. Register Stage One complaints for the Housing Services Team supporting the complaints resolution process by flagging up deadlines to team members and the Customer Excellence Leader.

Check the dedicated "*housing*" voicemail and register entries onto the IT system/call back/respond, as necessary.

Support "online" residents to use the Tuntum website and portal to 'self-serve', so that they are empowered to obtain information about their tenancy, rent account etc. directly.



Administer and take payments via Allpay/Callpay, set up and amend direct debit payments and order payment cards.

Administer leaseholder, shared ownership, voluntary right-to-buy (VRTB), right to acquire (RTA) and home-swapper queries/applications.

Deal with ad hoc administrative duties such as; printing, photocopying, scanning and filing for the housing services team as required.

Help to resolve queries from external agencies as required and promote a team working culture.

Record keeping and data management

Maintain accurate and up to date tenancy files and records ensuring that information is understandable and reviewed regularly.

Maintain the Housing Management Teams Archive files.

Maintain accurate and up to date records ensuring that are stored and reviewed regularly in line with general data protection regulations (GDPR).

Tenant Engagement

Respond positively to tenant/leaseholder concerns or expressions of dissatisfaction with any aspect of our service and to resolve them locally as far as possible and in accordance with relevant policy and procedures

Be a point of contact for tenants/leaseholders who are seeking support or advice on tenant engagement or where appropriate to sign post to other staff.

Assist with the development and sustainability of effective tenant engagement with local agencies, groups and residents – this includes attending tenant meetings, estate days, etc.

Develop and maintain proactive relationship with external agencies to maximise partnership working. Work with agencies and other organisations to ensure that appropriate support and advice is available to tenants/leaseholders.

Person Specification

Requirements	
Education	A good level of written and spoken English.
Knowledge	<p>A basic understanding of housing associations and their role.</p> <p>Working knowledge of Microsoft Word, Excel and Outlook.</p>
Experience required	<p>Supporting, empowering and liaising with diverse residents.</p> <p>Working within a council or housing association environment.</p> <p>Resolving resident enquiries.</p> <p>Customer care.</p> <p>Basic office administration.</p> <p>Experience of letting and allocation processes</p>
Skills and aptitudes required	<p>Able to manage difficult residents and their expectations.</p> <p>Able to put the resident first when under pressure and use initiative.</p> <p>Able to prioritize workload to meet deadlines and targets.</p> <p>Able to manage a variety of tasks.</p> <p>Flexible and motivated team member.</p> <p>Ability to communicate with a variety of people at all levels.</p>



Personal qualities required	Resident focused. Proactive and positive. Calm and methodical.
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Approved by:	<i>Nkosana Mthimkhulu</i>
Date approved:	20/11/2023