**JOB DESCRIPTION**

**Administrator**

**Location:** Tuntum Housing Association, 90 Beech Avenue, New Basford, Nottingham NG7 7LW

**Responsible to:** Head of Housing and Sales

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| Responsibilities | Key Components | % of Time |
| Administrative Support to Housing Management Team | * Provide a comprehensive administrative support service to the Housing Management Team in delivering an effective, efficient, responsive and customer focussed housing service to customers, residents and leaseholders on a day-to-day basis in a very busy office environment. | 100 |

**Job purpose**

**Key Tasks**

**Housing Management Team - administrative support**

* Deal with all enquiries, applications and processing of applications as per the allocations policy and procedure.
* Responsibility for day-to-day communications with tenants and leaseholders.
* Provide appropriate administrative support as required to ensure the effective and efficient operation of the Housing Management Team.
* Draft and/or prepare and send standard level correspondence such as letters, memos, information extracted from databases.
* Update the housing and other relevant databases as required.
* Where instructed arrange appointment and meetings with internal and external officers and members of the public etc, including attending and taking minutes where required.
* Assist with regular resident satisfaction surveys and the production of reports.
* Ensure documents are updated regularly, as instructed.
* Carry out photocopying of bulks forms and other documents as needed.
* Log quarterly Core Returns and record diversity monitoring records for accommodation.
* Manage the filing system for tenancy records.

**Waiting List and Lettings**

* Process all applications for housing in line with agreed policies and procedures.
* Be the first point of call for enquiries from applicants.
* Prepare sign up packs for all new lettings, update and maintain electronic and paper files.
* Receive notice of tenancy termination and property keys.
* Process and update Homeswapper applications.

**Housing Management**

* Provide initial advice and information to tenants and members of the public on relevant Tuntum housing policies and services
* Deal with initial tenancy and estate management enquiries, referring more complex matters onto the relevant staff member.
* Receive queries from external agencies; help to resolve problems/issues.

**Working in a team and with others**

* Contribute positively to working in a team and across Tuntum to deliver quality services to tenants/residents.
* Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.
* Act in a professional manner while on duty and when representing Tuntum.

**Record keeping and data management**

* Maintain accurate and up to date tenancy files and records ensuring that information is understandable and reviewed regularly.
* Maintain confidentiality of records and information relating to tenants and staff in accordance with Tuntum’s Data Protection Policy.
* Maintain and develop the Associations use of “SDM” computer system.
* Maintain the Housing Management Teams Archive files.

**Quality and regulatory compliance**

* Understand the legal framework in which Tuntum provides housing and support to tenants and residents.
* Continuously look to improve the quality of services responding positively to customer feedback and complaints.

**Health and Safety**

* Work in accordance with Tuntum’s policy and legislative requirements for health and safety and report any accidents or potential accidents and near misses.

**Equality and diversity**

* Manage and maintain services in accordance with the principles and practice of equality and diversity, taking account of individual needs and requirements.

**Other**

* Assist with other ad hoc duties as may reasonably be expected of you from time to time.

**PERSON SPECIFICATION**

**Administrator**

**Experience**

* Housing or customer service experience gained in the private, public or voluntary sectors, for example in a housing association or local authority, call centre, estate agency etc. (essential)

**Knowledge**

* Ability to develop knowledge of lettings and allocations, rent collection and arrears management, repairs and maintenance, tenancy disputes and anti-social behaviour policies and procedures and their application.
* Ability to develop understanding of the legal framework and regulatory context in which Tuntum operates and the role of Registered Providers in providing housing services.

**Education and Training**

* Educated to GCSE standard or equivalent.
* Demonstrable commitment to continuous professional development and learning.

**KEY COMPETENCIES**

**Customer focus**

* Demonstrable skills and ability to provide a customer focussed service responding proactively and positively, keeping customers informed and managing expectations appropriately.
* Ability to manage situations in which customers are unhappy about the level or quality of service, to find solutions to problems.
* Ability to manage difficult and aggressive customers when needed.

**Communication**

* Ability to communicate information clearly and concisely whether verbally or in writing, with a wide range of audiences both formal and informal.
* Computer literate – self servicing and able to undertake own correspondence, write reports, newsletters and to use spreadsheets & other software to maintain accurate financial records

**Team working**

* Able to work proactively within a team, keep colleagues and managers informed of issues and concerns.
* Ability to plan and manage own workload, plan ahead and work flexibly to meet changing work priorities and demands.

**OTHER**

**Hours of work** – 20 hours per week to be worked.

**Location**- you will be required to work from Tuntum’s Head Office at 90 Beech Avenue, New Basford, Nottingham NG7 7LW, and may be required to make visits to other Tuntum owned or managed properties, tenants or applicants.