

**Job Description**

**HOUSING ADMINISTRATOR**

**Team:** Housing team

**Responsible to:** Property Services Manager

**Location:** 446 Fulham Road, London, SW6 1DT

**Job Purpose**

* Provide a comprehensive administrative support service to the Housing team in the delivery of an effective, responsive and customer-focused service

**Key tasks**

* Raise orders for day to day repairs and generally monitor progress of orders placed, liaising with colleagues, contractors and tenants
* Monitor and document progress of gas and electrical safety programmes, highlighting any issues to the Property Services Manager
* Assist in the delivery of an efficient and effective void process, dealing with the closure of old tenancies and helping to ensure that vacancies can be re-let as quickly as possible
* Help administer the housing waiting list, documenting and processing upon receipt all new housing applications, prior to detailed assessments being completed by other colleagues
* Undertake customer satisfaction surveys, gathering and reporting feedback to measure how well Stoll is performing against service standards
* Liaise with and provide initial advice to contractors, tenants and members of the public about property and housing matters
* Help maintain the housing IT database (Pyramid), ensuring that information is accurate, up to date and as comprehensive as possible
* Prepare and send standard correspondence to tenants and members of the public on housing and property matters
* Provide detailed reports from the housing database and other records held, as required
* Assist with covering the office reception when Stoll’s designated receptionist is out of the office or not available
* Generally undertake any other administrative work, as required, in support of the Housing team

**Working in a team and with others**

* Contribute positively to working across Stoll and other agencies to deliver quality services to Veterans.
* 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 Stoll.

**Quality and regulatory compliance**

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

**Health and Safety**

* Work in accordance with Stoll 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**

* Carry out any other duties as required by the Director of Housing

**PERSON SPECIFICATION**

**Housing Administrator**

**Experience**

General administration, housing or customer service experience gained in the private, public or voluntary sectors, for example in a housing association or local authority.

Data inputting and generating reports

# Knowledge

Microsoft Office applications and Databases

Excellent administration and organisation practises.

# Education and Training

Educated to GCSE standard or equivalent.

Abillity to develop knowledge of housing issues.

Abillity to develop knowledge of support issue for Veterans.

Demonstrable commitment to continuous professional development and learning.

**Core Competencies**

**Customer focus**

* A passion to support vulnerable Veterans
* Understands the challenges faced by ex-Service men and women
* Provides excellent service delivery to both internal and external customers, responding promptly and effectively at all times

**Communication**

* Communicates information clearly and concisely, both orally and in writing, with a wide range of audiences both formal and informal
* Informs colleagues of successes, challenges and developments

**Team working**

* Works well with Colleagues, Trustees, Residents and external stakeholders
* Applies the spirit of “mucking in”, helping colleagues when needed

**Support of Equality and Diversity**

* Treats all people with respect
* Upholds Stoll’s equality and diversity standards and promotes individuality, equality and community at all times

**Delivers a High Quality of Work**

* Produces accurate, thorough, and professional work
* Plans and manages own work load, working flexibly to meet changing work priorities and demands
* Maintains excellent timekeeping standards, managing appointments and meetings effectively and planning well in advance
* Delivers tasks set through planning and supervision
* Takes responsibility for own work, including errors
* Utilises Stoll IT systems to manage emails, calendars and data effectively

**Commitment to Health & Safety**

* Understands how to work safely
* Understands how to respond to a safeguarding incident and reacts accordingly
* Manages their own health and wellbeing, recognising when to ask for extra support

**Frontline Competencies**

**Working with Customers**

* A focus on maximising the independence of our Customers in all interventions
* A focus on delivering a holistic service to Customers at all times, focusing on the person as well as their situation
* The ability to regularly motivate and inspire Customers to improve their life situation
* The ability to deal with customers exhibiting difficult or challenging behaviour in a positive way
* An understanding of support issues particularly relating to Veterans

**Communication**

* The ability to communicate effectively with all Customers

**Health and Safety**

* An understanding of how to safeguard vulnerable adults and children
* The consistent application of appropriate boundaries when working with Customers

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| I have read this job description and person specification; I have discussed it with my line manager and understand the requirements of the role.  Name:  Signature:  Date: |