

Housing Service Administrator

The successful candidate will be able to provide a comprehensive administrative service within a small housing management team, and administrative support across departments to maintain service delivery as required.

ADMINISTRATOR ROLE

- To deal with all enquiries about housing applications from multiple client groups accurately, efficiently and in a timely manner.
- To maintain accurate records and databases relating to the allocation of service users on a timely basis.
- To liaising effectively with partner organisations (e.g., local authorities and other housing organisations).
- To ensure that appropriate filing systems (manual and computer) are established and maintained on a timely basis.
- To liaise with Housing Officers and generate a daily debrief about each property, ensuring any maintenance or cleaning issues are passed to the relevant team.
- To provide administrative support to Housing Officers printing letters and electronic filing.
- To ensure appropriate publicity material is available to promote our supported accommodation.
- To work with other service areas to continually develop your knowledge base to provide the best possible frontline service.
- Taking ownership of incoming queries to resolution.
- To ensure confidentiality of all information dealt with and operate in accordance with our Confidentiality and Data Protection Policies
- To strive to maintain the highest standards of personal integrity while ensuring agreed service standards are maintained.
- To work as part of a team and promote team working.
- Practical experience of Microsoft Office programmes, especially Word and Excel
- To maintain a flexible approach to providing cover for other areas within the business during periods of sickness or annual leave
- To carry out any other duties consistent with the job purpose which may be required from time to time.

Duties Also Include:

- To comply with the Health & Safety Policy, reporting any matters of concern to the Health & Safety Officer, Representative or line manager

- To actively promote the Equality & Diversity Policy and practice in all aspects of the job role as it relates to colleagues, tenants, contractors, consultants and external agencies
- To carry out other duties, within the scope of the job, and to meet the needs of the business
- To ensure that access to information complies with Data Protection legislation at all times

Job Type: Full Time / Part Time, Permanent

