

## UNITY HOUSING ASSOCIATION

### Job Description

<b>Post</b>	<b>HOUSING ADMINISTRATOR</b>
<b>Responsible To:</b>	<b>HOUSING SERVICES MANAGER</b>
<b>Supervises:</b>	N/A
<b>Location:</b>	<b>LEEDS</b>

### Objectives of the Post:

To support the Housing Services Team to ensure that customers are provided with an efficient and effective housing service including all applicants, tenants, external organisations and staff.

### KEY TASKS

1. Assist the Housing Officers to manage tenancies. This includes starter tenancy reviews, annual tenancy reviews, tenancy terminations, former tenant arrears, visits to estates and anti-social behaviour.
2. Liaise with the Income Management Officers to maintain a proactive approach to the collection of former and current tenant arrears. Monitoring the arrears cases, locating former tenants, setting up and monitoring arrangements and present recommendations of future action to the Housing Officers.
3. Provide all necessary and appropriate administrative support including filing, postage processing, photocopying and mail outs for the Housing Services Team.
4. Ensure that all sensitive and confidential information is stored in an appropriate manner.
5. Receive payments from tenants and former tenants for their rent/debt and other charges, record appropriately and issue accurate receipts.
6. Ensure that any changes to the property and tenants database is corrected immediately and ensure that any validation exercises are processed in accordance with procedures.
7. Give accurate advice on rent accounts, rent arrears and Housing Benefit to relevant staff and customers.
8. Liaise with Maintenance Officers to ensure that all recharge invoices are prepared in accordance with Unity's procedures.
9. Resolve invoice discrepancies with contractors, suppliers and internal staff in line with the current procedures and in a timely manner.
10. When possible, provide cover for the Customer Services Team.

11. Maintain a high standard of health and safety in accordance with company policy and legal requirements.
12. Be pro-actively involved in self-development, participate in training courses and from time to time undertake new roles, duties and responsibilities in connection with self-development.
13. Any other appropriate duties as required by the Housing Services Manager.

**HOUSING ASSOCIATION – HOUSING ADMINISTRATOR  
PERSON SPECIFICATION**

ATTRIBUTES	RANK	HOW IDENTIFIED
<b>EDUCATION/QUALIFICATIONS</b>		
GCSE or equivalent in English and Mathematics.	Essential	<b>application form</b>
WP qualification, training or experience.	Essential	<b>application form</b>
<b>KNOWLEDGE &amp; EXPERIENCE</b>		
Experience of computer based packages including excel, in particular spreadsheets or creation of data bases.	Essential	<b>application form</b>
Experience of a similar customer facing/front line role.	Essential	<b>application form + interview</b>
<b>SKILLS AND ABILITIES</b>		
Ability to maintain all aspects of confidentiality and the ability to comply with all legislative requirements in relation to tenants and staff.	Essential	<b>application +interview</b>
Ability to communicate verbally in a clear and concise manner.	Essential	<b>interview</b>
Ability to listen in an open and reflective manner.	Essential	<b>interview</b>
Ability to liaise, build and promote positive working relationships with external organisations, customers etc.	Essential	<b>application form +interview</b>
Awareness of effective admin systems.	Essential	<b>application form + interview</b>
Ability to prioritise tasks and time manage.	Essential	<b>application form + interview</b>

<b>DISPOSITION/ATTITUDE</b>		
Be both innovative and creative in decision making and problem solving.	Essential	<b>interview</b>
Willingness to be trained and developed.	Essential	<b>application form + interview</b>
Ability to use own initiative whilst working within a team.	Essential	<b>interview</b>
Ability to take the lead to ensure that job gets done	Desirable	<b>application form + interview</b>
Flexible approach to work.	Essential	<b>application form + interview</b>
<b>CIRCUMSTANCES</b>		
Must be willing to uphold the Values of the organisation	Essential	<b>application form + interview</b>
Ability to demonstrate your use of good practice and anti-discriminatory working and show how you have promoted equality in your team.	Essential	<b>application form + interview</b>
To be committed to promoting the highest standards in Health & Safety performance.	Essential	<b>interview</b>