



JOB PROFILE

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| SERVICE AREA | Housing Services |
| JOB TITLE | Administrator |
| POST NUMBER | N/A |
| GRADE | D |
| RESPONSIBLE TO | Housing Options Manager |
| KEY LIAISON WITH | Housing Options Officer, Housing Advice & Homeless prevention Officers and Housing Delivery Co-ordinator. |
| JOB PURPOSE | <p>To play a key role within the Housing team in organising, streamlining, and maintaining effective procedures. You will be working alongside colleagues to streamline processes, complete various administrative tasks and support your colleagues in their day to day roles.</p> <p>To engage with customers to design services that work for them and utilising resources within the local community to make a real, quality difference to people's lives.</p> <p>To enable tenancy sustainment in relation to welfare changes and the introduction of universal credit to prevent future homelessness.</p> <p>To implement and suggest new IT-based administrative procedures to update the service.</p> |
| JOB PROFILE LAST REVIEWED | NFI |

KEY CORPORATE ACCOUNTABILITIES

1. To work with colleagues to achieve service plan objectives/targets.
2. To participate in Employee Development Scheme/Appraisals and contribute to the identification of your own and team development needs
3. To actively promote the Council's Equal Opportunity Policy and Diversity



KEY CORPORATE ACCOUNTABILITIES

- Strategy and observe the standard of conduct which prevents discrimination taking place.
4. To ensure full compliance with the Health and Safety at Work Act 1974 etc., the Council's Health and Safety Policy and all locally agreed safe methods of work.
 5. To fully understand and be aware of the commitment to Section 17 'Duty of the Crime and Disorder Act 1998 to prevent crime and disorder'.
 6. At the discretion of the Head of Service, such other activities as may from time to time may be agreed consistent with the nature of the job described above.

KEY SERVICE-RELATED ACCOUNTABILITIES

Main Duties and responsibilities

1. To deal promptly and efficiently with written and verbal housing enquiries from the public, Council Staff, statutory agencies, or other bodies. Ensuring a high level of professionalism and customer service are always maintained.
2. To provide advice & assistance to customers, principally tenants.
3. To support with administrative tasks throughout the Housing Service including but not limited to, processing invoices, purchase orders and direct debits, compiling and distributing letters, responding to emails particularly in group mailboxes, conducting tasks on the Housing Systems, processing any other paperwork deemed necessary to the effective deliver of the service.
4. To input all required information into the computerised housing management system, including numerical and written data.
5. To seek to improve the quality of customer contacts through administrative reform.
6. To complete the rolling reviews of tenant documents to ensure we are compliant with GDPR and retention policies.
7. To maintain accurate written and computerised records of progress and outcomes for all casework and competently use computerised technology including Microsoft Office, (word, excel and outlook etc), the internet and in-house systems such as Orchard and Locata.



8. To assist in meeting the agreed Key Performance Indicator target for void turnaround of the Housing stock which includes responsibility for monitoring all aspects of the void process together with relevant Managers and Officers.
9. To work with the Housing colleagues to ensure void properties are allocated and managed effectively.
10. To take minutes of meetings and distribute agendas, as necessary.
11. To provide support to the Housing Management team maintaining full confidentiality at all times.
12. To develop and maintain effective working relationships with other Council staff and a variety of statutory and voluntary agencies, including Social Services, Police, Probation and other local housing providers.
13. To be an active and willing member of the Housing team. This includes participating in all duties and providing cover for colleagues.
14. To attend and participate in internal and external meetings as required.
15. To keep up to date with housing legislation and related policies including homelessness, allocations, landlord and tenant law, benefits, welfare reform, universal credit, immigration and asylum, and matrimonial law.
16. To refer to the Senior Housing Management Team any matter of a serious or contentious nature, including conflicts of interest.
17. To participate in the internal employee review process and undertake any training and development in support of your role, as required.
18. To undertake all duties in compliance with the General Data Protection Regulations (GDPR)
19. Undertake such other duties as may be reasonably required within this post to support the operational needs of the service area and Council, including maintaining business continuity and during any civil emergencies.

This document is subject to review to reflect any changing operational needs of the service and the Council.



PERSON SPECIFICATION

JOB TITLE: Administrator

DEPARTMENT: Housing Services

Information for Applicants: The Person Specification provides an outline of the experience, skills and abilities we expect the Successful Applicant to possess. You should match your own skills, experience, and abilities to those listed below. Tell us in what way you have carried out the criteria asked for. **Disabled people will be offered an interview where they meet the Essential Criteria alone**

Method of Testing

1 = Application Form 2 = Interview 3 = Assessment Tests

Weighting of Criterion

1 = Low Importance 2 = Medium Importance 3 = High Importance

| <u>Key Competencies and Behaviours</u> | How Measured 1 - 3 | Weighting of Criterion 1 - 3 |
|--|-----------------------|---------------------------------|
| 1. Skills and Abilities – Essential | | |
| Excellent numeracy, literacy and IT skills | 1/2/3 | 3 |
| Competent in the use of IT packages, including MS Word, Excel and Outlook | 1/2/3 | 2 |
| Proficient data entry skills | 1/2/3 | 2 |
| Able to work on own initiative, prioritise and manage own casework | 1/2 | 3 |
| 1. Skills and Abilities – Desirable | | |
| Experience of working with Housing IT systems | 1/2/3 | 2 |
| 2. Special Knowledge – Essential | | |
| Must demonstrate a general knowledge of housing issues, welfare benefits and experience of administration. | 1/2/3 | 3 |



| <u>Key Competencies and Behaviours</u> | How Measured 1 - 3 | Weighting of Criterion 1 - 3 |
|---|-----------------------|---------------------------------|
| 2. Special Knowledge – Desirable | | |
| To hold a professional housing qualification, or similar alternative academic achievement. | 1 | 1 |
| 3. Experience – Essential | | |
| Demonstrable experience of working in an administration role. | 1/2/3 | 3 |
| Demonstrable experience of working with numerical and written data. | 1/2/3 | 3 |
| 3. Experience - Desirable | | |
| Experience of creating, inputting and terminating rent accounts on Orchard & Locata IT systems. | 1/2/3 | 1 |
| Experience of working within housing, social care or elderly services. | 1/2/3 | 3 |
| Experience of working on GDPR compliancy. | 1/2/3 | 1 |
| 4. Other Requirements – Essential | | |
| GCSEs in English and Maths (9-4) or equivalent. | 1 | 3 |
| Willingness and flexibility to work outside normal hours as necessary. | 1/2 | 3 |
| Adapts to changing circumstances. | 1/2 | 2 |
| Accepts new ideas and change initiatives. | 1/2 | 3 |
| Deals with ambiguity, making positive use of the opportunities it presents. | 1/2/3 | 2 |



| <u>Key Competencies and Behaviours</u> | How Measured 1 - 3 | Weighting of Criterion 1 - 3 |
|---|-----------------------|---------------------------------|
| Appropriately follows instructions from others without unnecessarily challenging authority. | 1/2/3 | 3 |
| Follows procedures and policies. | 1/2/3 | 3 |
| Keeps to schedules. | 1/2 | 3 |
| Arrives punctually for work and meetings. | 1/2 | 3 |
| Demonstrates commitment to the organisation. | 1/2 | 3 |
| Follows legal obligations and safety requirements of the role. | 1/2/3 | 3 |
| Proven ability to review current practices and procedures to implement change both collaboratively and individually, as per Management direction. | 1/2 | 3 |
| Works productively in a high-pressure environment. | 1/2/3 | 3 |
| Keeps emotions under control during difficult situations. | 1/2 | 3 |
| Balances the demands of work life and personal life. | 1/2 | 3 |
| Maintains a positive outlook at work. | 1/2 | 3 |
| Handles criticism well and learns from it. | 1/2 | 3 |
| 4. Other Requirements – Desirable | | |
| Full driving licence and use of own vehicle | 1 / 2 | 3 |
| 5. Equality – Essential | | |
| Adapts interpersonal style to suit different people or situations. | 1/2/3 | 3 |
| Shows respect and sensitivity towards cultural and religious differences. | 1/2/3 | 3 |



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