**Job Description**

Job Title: Housing Administrator (Apprenticeship)

Pay Grade: T1

Directorate: Communities

Team: Housing

Reporting to: Housing Team Leader

Budgetary Responsibilities:

* Staff – Circa – N/A
* Other Direct – N/A
* Other Indirect – N/A

Total – N/A

Job Purpose:

To work in the Housing Services to develop a wide range of skills and experience in social housing as well as provide administrative support to the Resident Services team and wider Housing teams including supporting ad-hoc projects as directed.

In the course of your role, to undertake a CIH Level 3 Housing Qualification.

Main Tasks:

1. Data inputting
2. Scanning and filing including supporting the ongoing filing digitalisation project
3. Updating/maintenance of systems as required
4. Monitoring email inboxes and allocating to relevant teams/colleagues
5. Providing telephone cover for the Housing Customer Service team during period of annual leave, sickness or peak call volumes.
6. Supporting Right to Buy administration in line with correct guidance
7. Liaising with Tenants, Leaseholders, Contractors and Stakeholders as directed
8. Providing a wide variety of administrative support to the Resident Services team as directed including producing letters/reports using Word, Housing Management System, spreadsheets and other software
9. Assist with the administration and delivery of tenant and resident engagement activities for the team
10. Minute taking and typing up of notes/minutes as required.
11. Supporting the Housing Management Team/Heads of Service with tasks as required.

**Working knowledge and skills you will develop in this role:**

1. Tenancy Management
2. Letting Properties
3. Rent and rent arrears
4. Estate Management
5. Resident Engagement
6. Customer Service
7. Asset Management
8. Local Authority roles and responsibilities/statutory duties
9. Consumer Standards and Regulation
10. Data Protection Law and best practice

Other Responsibilities:

* To undertake other duties which may arise or as may be delegated from time to time, commensurate with the skills required for this post.

**Person Specification**

**Key:**

E = Essential, D = Desirable,
A = Application Form, I = Interview, P = Presentation

Please list as required.

|  |  |  |  |
| --- | --- | --- | --- |
|  **Criteria** |  **Standard** | **E/D** | **Measure** |
| **Education & training** | * GCSE at Grade 4 or above in English Language and Maths
 | E | A/I |
| **Experience** | * Experience using ICT packages including Word, Excel and PowerPoint
 | D | A/I |
| **Skills & Behaviours** | * Excellent oral and written communication skills, with an ability to communicate clearly and effectively with colleagues at different levels and our diverse tenant base.
* Excellent organisational skills with the ability to manage and prioritise workloads in an efficient, effective manner.
* Able to follow instructions related to the task required and work autonomously with appropriate support when required
* Polite and courteous when dealing with colleagues and members of the public.
* Can handle and process sensitive documents and data with discretion and professionalism.
* Eager to learn and develop a career in Housing.
* Willingness to undertake CIH Level 3 Housing Qualification.
 | EEEEEEE | A/IA/IA/IA/IA/IA/IA/I |

**Candidate Screening**

|  |  |
| --- | --- |
| **Does Rehabilitation of Offenders Act 1974 apply?** | No |
| **Disclosure and Barring Service check required?** | Yes |
| **If yes, what level?** | Basic |
| **Is this a Politically Restricted Post?** | Yes |
| **Does this role have emergency responsibilities?** | No  |

**Role Map**

|  |  |
| --- | --- |
| **Behaviour** | **Level Required** *(1-4)* |
| Shaping our Future | **1** |
| Leading our People | **1** |
| Delivering for our Customers | **1** |
| Making Change Happen | **1** |
| Team and Partnership Working | **1** |
| Communicating Openly | **1** |
| Performance Management | **1** |

Please refer to the Council’s Behavioural Framework for examples and indicators of the expected behaviour required at each level (this will be attached as a document to each job advert).