



Job Description

Job title	Housing Administrator	Hours	18.5 hours <i>Flexible working options are available, including job share</i>
Department	Housing Services	Salary	SK7 (£26,127 per annum, pro rata)
Location	Mix of home and office-based working	Contract	Permanent

Main Job Purpose

South Kesteven District Council's Housing stock comprises approximately 6000 properties across the 365 square miles of the district. This role will provide administrative and analytical support to the Housing Services team.

This role is not politically restricted.

Main Statement of Responsibilities

- Provide administrative support to the Sheltered Housing Manager and wider team, ensuring the smooth delivery of sheltered housing services.
- Develop and maintain administrative systems to record, analyse, and monitor sheltered housing data, ensuring records are accurate and updated.
- Support with the completion of Personal Emergency Evacuation Plan forms and general tenant data forms.
- Support the administration of contracts managed within sheltered housing, including preparing and taking minutes, filing documentation, and updating records.
- Provide administrative support for the housing service, including compiling paperwork, arranging meetings, and supporting legal or tenancy-related processes when required.
- Prepare and issue letters, notices, and other correspondence (including mail merges), ensuring accurate printing, collation, and dispatch to tenants and stakeholders.
- Assist with organising meetings and events, including booking venues, preparing papers, and taking minutes.
- Process invoices, raise purchase orders, and update records using the housing finance system in line with financial procedures.
- Ensure monitoring and auditing systems are maintained to support effective housing and compliance reporting.
- Regularly update IT systems to ensure accurate and timely information is available to the team.
- Assist with the transition to SharePoint.
- Undertake other duties of a similar level and responsibility as may reasonably be required to support the team.

Core values

Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave, deliver



services to our residents and businesses, and interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council's operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our residents' trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.



Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.



Person Specification

Relevant Experience, Skills and Knowledge

Essential:

- Able to work effectively in partnership with multi-disciplinary teams and drive towards a common goal.
- Able to communicate effectively at all levels.
- Attention to detail, enabling accurate recording of data.
- Excellent IT skills, particularly in Excel.
- Experience in dealing with Customers.
- Experience in monitoring, managing and reporting on data.
- Knowledge of gathering information and evidence

Desirable:

- Analytical and auditing skills to be able to identify, understand and report on compliance areas.
- Experience in dealing with difficult customers.
- Experience in minute-taking and general administrative work.

Relevant Qualifications

Essential:

- Minimum 2 GCSEs in Maths & English (grade C or equivalent)

Communication and Interpersonal Skills

Essential:

- Confident, independent and proactive.
- Commitment to cross-team working.
- Passionate about creating a safe and healthy environment for our teams, customers and contractors.
- Commitment to Diversity.