



ROLE PROFILE

POSITION	Leasehold & Service Charge Administrator		
TEAM	Leasehold & Service Charge	LOCATION	Coastline House
VERSION	1	LAST UPDATED	March 2021

PURPOSE OF ROLE	To support the Leasehold & Service Charge team with general administrative tasks.
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KEY ACCOUNTABILITIES

1. Administer all garage tasks and provide an excellent service to licensees of garage rental stock; provide reports and statistical information as required.
2. Achieve high levels of garage rental occupancy, working proactively to market and fill vacant garages, reducing vacant time and income loss.
3. To carry out tenancy starts and ends as required.
4. Recording, processing and sense checking invoices and payment requests.
5. Setting up and amending Direct Debits and other payment arrangements.
6. To be responsible for collating and printing correspondence for the team.
7. To keep comprehensive records of all communication and action taken on housing management IT systems.
8. Support the team to meet Service Level Agreements, contacting customers through the portal, email, phone or face to face where required.
9. To carry out other duties from time to time, as required.

GENERAL OBLIGATIONS

1. Represent the Company positively with all external agencies.
2. Service and support the Company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues and external agencies.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the Company's policy and standards.

REPORTING

- Reports to the Leasehold and Service Charge Manager.

CONTACTS

Internal

- Leasehold and Service Charge Team, Income Management Team, Customer Access Team, Tenancy Management Team, Community Investment Team, Lettings Team.
- Board members, all staff, Senior Leadership Team, Executive Team

External

- Customers, by way of letters, emails and telephone calls.
- Liaise with other partner agencies, management companies, solicitors.

PERSON SPECIFICATION

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QUALITY	ESSENTIAL	DESIRABLE
Education & Qualifications:	<ul style="list-style-type: none"> • 5 GCSE's or equivalent at grade C or above. • A high standard of literacy and numeracy. 	<ul style="list-style-type: none"> • IT qualification, i.e. ECDL.
Experience, Knowledge and Understanding	<ul style="list-style-type: none"> • Knowledge and understanding of equality and diversity. • Experience of inputting data. • Previous experience within an administrative role. 	<ul style="list-style-type: none"> • Previous experience of working in Housing • Awareness of Housing Benefit and Universal Credit
Job Related skills	<ul style="list-style-type: none"> • Excellent IT skills. • The ability to communicate both verbally and in writing. • Excellent organisational skills and ability to prioritise workload. • The ability to work under pressure • Excellent team player and happy to help with others' workload when required. • Ability to work on own initiative, sometimes in isolation. • Experience of taking payments and setting up payment arrangements. • Experience of adhering to detailed and complex policies and procedures. 	<ul style="list-style-type: none"> • Experience of using Microsoft Dynamics CRM system. • Experience of using Civica's Universal Housing Management system. • Experience of using Civica's Cx Housing Management system.

Personal Skills	<ul style="list-style-type: none"> • Demonstrate behaviours in accordance with Coastline's values: <ul style="list-style-type: none"> * Put our customers first; * Be open, honest and accountable; * Value each other; and * Strive to be the best. • Ability to take responsibility for own area of work. • Pays great attention to detail and high levels of accuracy. • Highly motivated and willingness to go the extra mile for customers. • Good team player, able to work with and support colleagues. 	
Other	<ul style="list-style-type: none"> • The ability to work both from home and in the office. • Standard DBS Disclosure satisfactory to the organisation. • Driving licence and access to own vehicle. 	