



ROLE PROFILE

POSITION	Housing Management Administrator		
TEAM	Housing Management	LOCATION	Chi Winder
VERSION	1	LAST UPDATED	April 2021

PURPOSE OF ROLE	To support the Housing Management team with general administrative tasks.
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KEY ACCOUNTABILITIES

1. To assist with the sign up of licence agreements and timely application for benefits, including the provision of start and end forms.
2. Assist with the teams weekly property checks, completion of weekly fire checks (and regular evacuations)
3. Assist with reporting repairs promptly and following up on repairs progress.
4. To keep comprehensive records of all communication and action taken on housing management IT systems.
5. Support the team with the delivery of effective and efficient moves from Coastline's supported accommodation for homeless clients, balancing completion of high standard voids works and repairs and maximising occupancy.
6. Assist with void and occupancy data for reporting.
7. 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.
4. Ensure compliance with the Company's Health and Safety policies and procedures.
5. Continually promote equal opportunities and customer/customer care in full compliance with the Company's policy and standards.
6. Ensure adherence to the confidentiality policy in all aspects of work.
7. Attend and participate in meetings as required by the Manager, including supervision, appraisal and training.
8. Undertake specific tasks and projects as directed by the Manager.
9. Produce written reports as required

10. Manage personal workload in liaison with the Manager.
11. Carry out relevant duties appropriate to this role in the organisation.
12. Comply with all company and Group policies and procedures

REPORTING

- Reports to the Accommodation Manager.

CONTACTS

Internal

- Key Workers;
- Homes and Communities Theme Lead
- Technical Services
- Coastline Services
- Income Management
- Volunteer Manager
- Volunteers

External

- Cornwall Health For Homeless
- External agencies (statutory and voluntary)

PERSON SPECIFICATION

POSITION	Housing Management Administrator		
TEAM	Housing Management	LOCATION	Coastline House
VERSION	1	LAST UPDATED	April 2021

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
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 	<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 primarily from home. • Standard DBS Disclosure satisfactory to the organisation. 	