**Job Description**

**Job Title:**  Housing Administrator

**Responsible To:** Housing Senior Practitioner / Housing Service Manager

**Based:** Bristol

**Salary:** Band 3

# PURPOSE OF THE JOB

To work as part of Ara’s Housing Service, providing administrative support including data collection, input, collation, reporting and dealing with enquiries.

# SCOPE OF THE JOB

To ensure the provision of efficient and high quality administrative support services to meet the needs of Ara’s Housing Service. Participate in the delivery, collection, reporting and presentation of data and related performance reporting requirements.

**MAIN TASKS OF THE JOB**

* Manage and maintain administrative systems and processes to meet the needs of Ara’s Housing Service, including regular reviews
* Ensure all administrative systems are efficient and kept up to date, make recommendations to improve systems and implement agreed changes
* Provide effective administrative support to allow the Housing Service to function efficiently
* Deal with incoming calls and enquiries from other agencies, service users and other stakeholders in a professional and friendly manner
* Deal with referrals into Ara’s housing service including running housing drop ins, providing advice to potential service users/other agencies and completing and inputting referrals
* Develop a good understanding of Ara’s housing service to be able to deal with enquiries effectively by visiting Ara’s houses, shadowing colleagues and attending meetings with clients
* Ensure that housing data is complete and up to date including online case management systems (e.g. HSR, Theseus), spreadsheets and other systems. Produce performance reports on a regular basis
* Ensure that client information and electronic data are kept in line with agreed standards and practice, with regard to both hard copies and computer systems
* Liaise with and be guided by Ara finance and admin teams to ensure correct procedures are followed
* Provide basic IT support for the housing service including basic training/staff induction in housing systems, basic system maintenance and colleague assistance
* Purchasing and ordering of items for the housing service
* Participate in internal or external meetings as required, appropriate to the post
* Meet regularly with line manager for supervision and support

Office Maintenance

* Undertake office management procedures to assess, mitigate and manage risk at the Bristol offices.
* Organise regular and ad hoc maintenance repairs and reporting to maintain office standards.
* Ensure offices are fully equipped and order items to maintain office standards.

Other Activities

* Undertake administration tasks as required to maintain Service Users records, organisational outcomes, estates maintenance procedures and any other reporting required
* Develop your own knowledge and practice by undertaking training, supervision and team meetings as required
* Observe the organisation’s health and safety at work policy
* Observe the organisation’s equal opportunities, confidentiality, data protection, inclusion and diversity policies

* Undertake other duties and responsibilities in keeping with the nature of this post as may be required and instructed

**Person Specification**

**Job Title:** Housing Administrator

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|  | **Essential** | **Desirable** |
| **Experience** | * Experience of working in an administrative or IT role * Experience of maintaining effective office systems * Experience of managing information and producing written reports | * Experience of interpreting data and developing recommendations based on findings * Experience of working in collaboration with others, to develop and maintain data systems necessary to support service provision |
| **Skills and Knowledge** | * Ability to enter and maintain data with a high level of accuracy * Proficient in the use of Microsoft Office and other IT programs including Word, Outlook, Excel * Ability to deal with a wide range of people in a professional and understanding manner * Good general administrative and reception skills * Effective written and verbal communication skills | * Recognised qualification in business administration or IT * Awareness of the principles of PIE (Psychologically Informed Environments) |
| **Personal Characteristics** | * A positive, enthusiastic and organised approach to administrative work with the ability to work on own initiative * Ability to work effectively in a team * Good organisation and time management skills * Flexible approach to tasks |  |
| **Values** | Committed to upholding Ara’s values at all times:  ***Passionate***  ***Professional***  ***Dynamic***  ***Enduring***  ***Respectful***  ***Supportive*** |  |