

Job Description and Person Specification

Job details

Job title: Administrative Support (Accommodation Services)

Grade: Band 2 (£27,254 - £27,694)

Reports to: Transitions Project Co-ordinator

Responsible for: N/A

Directorate and Service area: Adults, Health Partnerships and Housing (Housing Solutions)

Purpose of the job

Housing Solutions comprises four main areas: Housing Advice and Options, Housing Allocations, Single Homelessness and Accommodation Services.

Working in Accommodation Services, you will assist and provide an excellent administrative support service to our in-housing supported housing projects for single homeless people (Transitions Project and Never Give Up) and provide property management support for officers managing temporary accommodation.

Provide administrative and business support to the Accommodation Services management team.

This role will be based across North Northamptonshire.

Principal Responsibilities

1. Carry out administrative tasks required for the successful delivery of the in-house supported accommodation projects and temporary accommodation including updating databases, completing and sending letter templates, preparing documentation.
2. Monitor and respond to email and telephone enquiries and carry out necessary administrative actions.
3. Process and record invoices and payments adhering to the council's regulations and guidelines for making payments.
4. Organise and arrange property inspections ensuring that inspections are completed within agreed timescales.
5. Provide support across the team in relation to void properties with the aim of reducing void times and supporting a timely re-let.
6. Raise and monitor outstanding repairs, providing updates as necessary.
7. Help to coordinate a range of meetings, including booking rooms, taking notes and actions and circulating to attendees.
8. Provide rent management support by opening and closing rent accounts, monitoring payments and Housing Benefit applications.
9. Keep accurate records of health and safety and compliance requirements for specified properties.
10. Carry out regular audits of databases to ensure records are accurate and up to date.
11. Undertake additional tasks to support the Accommodation Services management team.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the council's commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder..

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Hold a minimum 5 GCSE's grade A-C (or other Level 1 or 2 NVQ qualification) or able to demonstrate an equivalent capability	NVQ Level 3 in Business Administration or equivalent experience
Experience and Knowledge	<p>Experience of working in a customer focussed environment</p> <p>Experience of using IT systems including Word and databases</p> <p>Appropriate level of data protection, security and confidentiality awareness</p>	Experience of working in a busy office environment
Ability and Skills	<p>Spoken and written English fluency</p> <p>Demonstrate good written and verbal communications skills.</p> <p>Demonstrate good organisational ability</p> <p>Good numerical skills</p> <p>Ability to prioritise workload and cope well under pressure to meet deadlines.</p> <p>Ability to work as part of a team and organise tasks.</p>	

Attributes	Essential criteria	Desirable criteria
	IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	N/A	