A picture containing text, clipart

Description automatically generated **

**JOB DESCRIPTION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | |  | | |
| Job Title  **Housing Support Administrator** | |  | | |
|  | |  | | |
| Department  **Housing** | Team  Housing Administrator | | | |
|  |  | | | |
| Reports to (Job Title) | | | |  |
|  | | |  | |
| Responsible for (number of supervisees) | Job Grade | | | |
|  |  | | | |
| Location  **Edinburgh House** | Contract Type | | | |
|  | |  | | |

*“YMCA is a Christian organisation, committed to Equality and Diversity in the Workplace. The Organisation is also committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment*.”

**Purpose of the Job**

To provide effective administrative support with excellent customer service within the YMCA NS. To collect data and ensure that efficient processes are in place for day-to-day administrative duties for the smooth running of the department.

**Main duties and responsibilities**

The job holder is required to:

* Develop and complete general Administrative Duties
* To work with managers on the administration tasks
* To ensure all appropriate data is collected and recorded in the format required.
* Taking a proactive approach in the ongoing implementation of administration procedures in the absence of the Manager.
* Work within and maintain any appropriate quality framework standards.
* Ensure a high quality of work is maintained and run internal audits to ensure standards are maintained.
* To work part of a team and ensure all targets are met.
* To carry out duties as required such as note taking / Minute taking.
* Develop good communication with people internal and external to the organisation.
* To play a key role in the development of administration tasks involving the collation of data base information.
* Provide basic cover for Duty in receiving of rent payments in their absence, advise customers of their debt and agreeing payment. Assisting with Knock ups.
* Adjustments to rent amounts based on customer income, ensuring correct rate is charged and minimise loss.
* Monitoring and ordering of stationery and resources for the department, ensuring adequate supplies and budget maintained.
* Provide ad-hoc cover for CSW in event of training or meetings.
* Use a variety of communication methods Telephone call, teams calls, email, zoom etc..
* Any additional tasks that relevant and deemed not unrealistic for the post holder to undertake
* Always comply fully with the YMCA's policies and procedures relating to Safeguarding, Equality and Diversity, Professional Boundaries, and Health and Safety and to undertake training in these areas when required.
* Undertake such other duties as may reasonably be required.

**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | Essential | Desirable |
| Good IT skills including Microsoft Office applications including Office 365 |  | ✓ |  |
| Ability to set up and use databases for recording information and running reports |  |  | ✓ |
| Good attention to details |  | ✓ |  |
| Good organisational skills and file management |  | ✓ |  |
| Ability to take minutes and present them in a professional format |  | ✓ |  |
| Good communication skills and ability to deal with both public and organisational queries. |  | ✓ |  |
| The ability to work unsupervised |  | ✓ |  |
| Administrative experience in a busy office environment |  | ✓ |  |
| Ability to always maintain confidentiality and discretion |  | ✓ |  |
| Ability to work collectively with other staff |  | ✓ |  |
| Admin qualifications (NVQ L2) |  |  | ✓ |
| A knowledge of the voluntary sector |  |  | ✓ |
| The ability to drive |  |  | ✓ |
| Ability to work flexibility (working times) |  | ✓ |  |
| Willingness to undertake training. |  | ✓ |  |
| Good knowledge of social media, Instagram, Facebook, Twitter |  |  | ✓ |
| Ability to use own initiative and be able to time manage workloads |  | ✓ |  |
| Enhanced DBS check in place |  | ✓ |  |

**SPECIAL NOTES**

The employee will be expected to undertake any appropriate training provided by the employer to assist them in carrying out their duties

This appointment is subject to DBS clearance

Two references