

JOB PROFILE

POSITION:	Housing Administrator	REPORTING TO:	Tenant Services and Engagement Manager
JOB HOLDER(S):	TBD	LOCATION:	Head Office Blanchardstown
HOURS:	Full Time (35hrs per week)	DATE:	1 February 2022
SALARY:	€30,255 (per annum)	CLOSING DATE:	11 February 2022 @ 12.00 noon

Principal Objective of Position

Please be aware our key customers as referenced below are our tenants.

North and East Housing Association is committed to providing a responsive, consistent, and high-quality service to its tenants. Our Housing Administrator is part of that commitment. This role is integral to the efficient working of North and East's Tenant Support Desk and to our intention that every customer contact will leave the customer feeling positive about their experience.

In particular the Housing Administrator is responsible for ensuring that appropriate systems are implemented and maintained to facilitate the work of the housing team, providing administrative support to our Housing Officers, dealing with tenant-related enquiries, and undertaking general information management on behalf of the Tenant Services and Engagement Manager, including the compilation of information for Annual Returns, Management Team, Committee and Board reports.

The Housing Administrator will, in addition, support colleagues and contribute flexibly to assist with fluctuating workloads and delivery to deadlines.

Key Responsibilities:

The general accountabilities and associated duties include:

Customer Care

- Handling inbound/outbound calls within defined service level standards.
- Supporting the operation and development of our Customer Relationship Management System (Civica Cx).
- Ensuring that all data entry is correct, paying great attention to detail.
- Dealing with customer enquiries regarding allocations, general rent account and maintenance requests, or directing the query to relevant colleague/s to be dealt with.
- Coordinating and monitoring customer compliments and complaints ensuring customers are responded to within stipulated timeframes from start to finish.
- Engaging with customers around events and communication preferences.

General Administration

- Assisting in the production of documents and materials (to include typing, scanning, photocopying, presentations and circulars) for the Housing Team.
- Keeping all other filing and archiving systems/records up to date to ensure accurate information is available .
- Taking responsibility for minute-taking at Housing Team meetings and, when required, for the Tenant Services and Engagement Sub-Committee.
- Processing invoices for authorisation.
- Processing customer satisfaction surveys and producing timely and accurate reports to help deliver improvements to the customer experience.
- Carrying out any other duties as may from time to time be directed by line management.

Specific responsibilities include:

Tenant Engagement

- Ensuring appropriate publicity material is available to tenants in relation to their tenancies.
- Co-ordinating the preparation of quarterly newsletters and other material to support delivery of North and East's Tenant Engagement Strategy.
- Maintaining complaints and compliments records and facilitating compilation of reports.
- Facilitating tenant feedback in collaboration with the TSD Lead.
- Supporting the organisation of community development activities in designated estates.

Lettings/Allocations

- Assisting with changing utilities on void properties.
- Maintaining accurate applicant lists and other records and material relating to the allocation of tenancies.
- Responding to correspondence, emails and telephone queries from tenants and applicants for housing.
- Preparing and despatching tenancy documentation as required.
- Maintaining and updating Civica Cx as appropriate.
- Preparing quarterly and annual returns and occupancy statements concerning allocations and lettings to RTB and local authority departments.

Rent

- Arranging for the production and distribution of quarterly rent statements to tenants and advising tenants on these accordingly.
- Co-ordinating annual rent review documentation and periodic rent reviews as required.

Job Specification

The ideal person for this role will be comfortable working in a dynamic environment. S/he will have a solution focused attitude, be a strong team player with excellent communication skills, and be trustworthy and prepared to conduct the role with integrity.

Qualifications & Experience**Essential**

- Good standard of overall education or equivalent minimum standard that meets the requirements of the post.
- Good working knowledge of CRM systems and/or systems administration.
- Minimum 5 years' experience in a busy office environment or working in an environment with various stakeholders and interdependencies.
- Experience in dealing with members of the public and resolving customer issues.

Desirable

- Experience in communications - both traditional and digital e.g., newsletters, social media.
- Experience of working in the housing/community/not-for-profit sector.
- A working knowledge of housing/facilities management.
- Experience of working with a Housing Management System.
- Knowledge of Social Housing Regulations and relevant Statutory Legislation (RTB, GDPR).

Skills**Essential**

- Ability to work in a highly flexible manner, responding to changing needs.
- High level communication skills and the ability to network and negotiate effectively with individuals and groups, within the company and outside.
- Ability to assert one's role and ensure the customer comes first, advocating strongly on their behalf.
- Excellent organisational skills and multi-tasking including record keeping, establishing and using effective administrative systems.
- Proven ability in the use of Outlook, Word, Excel and with ability to adapt to using other more specialist IT packages.
- Ability to work on own initiative and make decisions based on sound judgement.
- Ability to remain calm and professional when under pressure.

Desirable

- Specialist IT knowledge with examples of managing CRM systems.
- Car driver/full licence.

Competencies:	
1. Customer Focus	
2. Teamwork	
3. Interpersonal Skills	
4. Planning and Organising	
5. Problem Solving	
6. Flexibility	
7. Self-Starting	
REPORTING STRUCTURE (number of team members supervised in this job):	
Directly: 0	Indirectly: 0
KEY RELATIONSHIPS (please specify contacts):	
Internal: Housing Team, Finance, Property Services	External: Tenants, RTB, Local Authorities, Contractors

