

**Job Title:** Office & Housing Management Administrator

**Pay Scale:**

**Job Description**

Department: Tirion Homes Limited

Responsible to: Group Housing Director / Finance Director

Responsible for: N/A

Hours of work: 37.5 hours per week

**Job purpose**

* Provide Executive and Board assistance including diary management, minute taking and meeting / event organisation.
* Manage office operations including data / file management and mail.
* Human Resource administration including sickness, annual leave and training.
* Provide a courteous and efficient service to Tirion Homes customers on a range of front-line customer services issues.
* Deliver a professional front line service to residents and provide administrative support to colleagues and board members and anyone visiting or making an enquiry of Tirion.
* Provide administrative assistance including diary management, minute taking meeting preparation and event organisation

**Key Outputs of the role:**

1. To promote a culture of customer focus and to support to the wider team in ensuring that the services delivered are responsive to resident’s needs.
2. To take calls from residents, ensuring that queries via all channels are dealt with promptly and accurately on a first-time resolution basis, answering queries such as lettings, tenancy management, anti-social behaviour, estate management and rent accounts.
3. Deal with requests from customers who need repairs to their home and liaises with tenants to diagnose repairs and arrange suitable appointments, providing advice to residents on self-repair/tenant responsibility, identifying and advising on rechargeable repairs
4. To provide comprehensive administrative support, enabling the effective delivery of services to customers. This includes ensuring that call back requests are made on behalf of customers if unable to answer queries.
5. Keep accurate records of tenant contact and resolution and maintain records
6. Be responsible for Office processes including data / file management and mail.
7. To upkeep records around HR administration including sickness, annual leave and training and stationary, premises and equipment.
8. To provide a professional Reception service to all visitors to and to deliver associated tasks including the sorting of mail and franking of post.
9. Assist the wider team in arranging and attending events for tenants at our schemes and utilise a Person-Centred Approach to deal with residents.
10. Deputise Financial administration including processing of invoices, payroll and expenses during any absence of the Finance Assistant;
11. Premises and equipment management; and
12. Any other related duties.

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**OFFICE & HOUSING MANAGEMENT ADMINISTRATOR.**

**Person Specification**

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|  | **ESSENTIAL** | **DESIRABLE**  **(nice to have)** |
| **Qualifications and Experience** | * Good general standard of education * Experience in a housing or customer focused service | * Customer Service Qualification * Experience of Property Administration |
| **Knowledge and Expertise** | * Experience in using a variety of Microsoft Office packages. * Experience of working in a fast-paced customer focused environment * An awareness of customer needs with the ability to display empathy and relate to vulnerable people * Experience of using various social media platforms in a customer focused environment i.e., Facebook, Live Chat etc | * An awareness and working knowledge of, GDPR, confidentiality and safeguarding |
| **Skills** | * Excellent organisational skills * Good communication skills * Numeracy skills * Adaptable and flexible approach to work * Ability to work on own initiative * Ability to prioritise work and manage time * Self-motivated and enthusiastic |  |
| **Personal Attributes / Abilities** | * An ability to act under own initiative in investigating and finding solutions to problems * A clear customer focus * Ability and willingness to work out of office hours to attend meetings/community events occasionally * Willingness to participate in own personal development | * Ability to communicate in Welsh * Hold a full driving license to travel efficiently between our schemes. |