


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Area Administrative Officer	
Department	Housing and Care Services – Area Offices	
Reports to	Assistant Area Housing Manager – Sheltered, Amenity, General Needs	
Grade:	7	

Purpose of Job

To provide office based administration for housing management and housing support functions within the Housing Officer's defined geographical area.

Duties compliment filed activities of the Housing Officer and other staff, giving a holistic service to residents and other clients.

Main duties and responsibilities

1. To receive calls and correspondence from, reply to and give advice to residents and applicants in the following matters: rents, service charges, estate management issues, arrears/credits management, housing benefit, Supporting People issues and any other relevant matters.
2. To ensure the appropriate Local Authority Housing Benefit/Council Tax departments and Supporting People Teams are informed of tenancy starts/terminations and of any changes to tenancies when they occur. To collate and forward monthly returns to Local Authority Supporting People Teams and maintain effective working relationships with these teams.
3. To administer and monitor residents' rent, service charge, heating charge and contents insurance accounts on a regular basis. This involves liaison with residents and other agencies, eg Housing Benefit, Citizens Advice, Social Work etc regarding any action required in respect of these accounts.
4. To liaise with Sheltered Housing Managers and Housing Officers on above issues, referring these to the Assistant Area Manager when required.
5. To administer development waiting lists, allocations, nominations, terminations and re-let procedures in conjunction with Area Office staff and staff from other departments. To liaise with Local Authorities on work involving Common Housing Registers. To carry out work relating to low demand properties.
6. To set up and maintain staff files and administer annual leave requests. To record sickness leave and process staff additions, leavers and transfers.
7. To maintain manual/computerised records of developments and residents.

8. To collate and present payment slips in respect of additional payments for staff following authorisation by the Housing Officer/Assistant Area Manager.
9. To carry out all necessary administration and marketing relating to the bringing into management of new developments.
10. To record general and statistical information and returns for The Scottish Housing Regulator, the Housing & Care Services Committee, Supporting People Teams and Local Authorities, and to maintain good working relationships with staff from these organisations.
11. To prepare and collate quarterly reports for the Housing & Care Services department on relets, voids, arrears, credits, ethnic origin etc as requested.
12. To provide regular typewriting/word processing support for the Housing Officer, and for the Area Manager and Assistant Area Manager as required. To take minutes of meetings such as the annual Tenants Meetings as required.
13. To be responsible for all administrative procedures and general enquiries relating to sales and resales in shared equity, shared ownerships and owner occupied developments.
14. To administer and ensure that procedures for control of banking are followed by posting of rent and service charge payments to residents' accounts, including payments from Local Authority Housing Benefit departments.
15. To collate and input Score form information into the Score Digital system for new residents.
16. To assist and share knowledge and experience with colleagues as required.
17. To provide information and statistics to the Area Manager and Assistant Area Managers.
18. To ensure that new and existing Communal Television Licences are applied for or renewed, and that appropriate records are kept up-to-date.
19. To undertake any other duties delegated by the Assistant Area Manager.

Due to the small establishment level at Area Offices, there will be overlap and flexibility between posts to ensure workload is covered.

Job context and other relevant information. The post holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for

Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.

- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the Service and the Association.

Person Specification

Job Title: **Area Administrative Officer**

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.



Criteria	Essential/Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
• Fully competent in office practice	Essential
• Good level of interpersonal skills with the ability to communicate effectively, both orally and in writing, with persons at all levels	Essential
• Good level of competence in word processing	Essential
• Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail and corporate databases	Essential
• Ability to prioritise a varied workload and produce quality work to deadlines	Essential
• Effective organisational skills	Essential
• Basic skills in health and safety including identification and reporting of hazards and minimizing risks.	Essential
• Able to operate in a working environment where it is the norm to match job performance to practice standards in the interests of optimum service provision	Essential
2. Experience <i>This section specifies the level and quality of experience required.</i>	
• Good grounding in office procedures	Essential
• Two years practical experience in housing administration in a similar role	Desirable
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
• Standard grade level or equivalent	Essential
4. Other <i>This section specifies other factors which may be necessary.</i>	

• Ability to work on own initiative with minimum supervision and as an effective team member	Essential
• Current clean driving licence	Desirable

5. Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential
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