



Job description

Job title: Housing Administration Manager

Responsible to: Customer Services Manager

Purpose of the post:

- To deliver a high-quality, customer-focused complaints and housing administration service by leading the Stage 1 housing complaints process and overseeing complaint triage within Customer Services.
- To manage and develop the Administration Team, supporting key areas including allocations, mutual exchanges, aids and adaptations, post management, and tenancy administration.

Key areas of responsibility:

1. Leading, mentoring, and developing the Administration team, managing recruitment, induction, 1:1s, training, and performance management.
2. Ensuring clear workflows and effective resources planning during high-volume periods (e.g., voids turnover, postal peaks).
3. Leading the complaints acknowledgement and triage process, ensuring timely screening, eligibility decisions, accurate recording and clear communication to residents.
4. Undertaking Stage 1 investigations across housing, estates and home ownership, ensuring fairness, impartiality, and timely responses.
5. Producing clear, high-quality written responses referencing relevant policies and legislation, including remedies for service failures.
6. Overseeing root cause analysis, identify trends, recommend improvements and produce performance reports for senior managers.
7. Promoting a positive customer-focused complaints culture.
8. Overseeing allocations administration including CBL advertising, nominations, shortlisting, and turnaround monitoring.
9. Managing mutual exchange processing, ensuring compliance, required checks, and timely communication.
10. Overseeing secure and timely post handling, digital storage, and related invoice processes.



11. Managing Aids & Adaptations administration and liaison with OT services
12. Ensuring effective support for tenancy changes, CRM updates, document management, compliance certificates, and general tenancy administration.
13. Maintaining and improve administrative and complaints processes, SOPs, scripts, templates, and quality standards.
14. Ensuring accurate record-keeping and compliance with data management requirements, in readiness for Ombudsman scrutiny.
15. Building strong working relationships with internal departments, contractors, and partners.
16. Providing advice and act as a point of escalation for complaint handling.
17. Supporting engagement with the Housing Ombudsman.

Organisational responsibilities:

1. Uphold and be a champion for the Hastoe Group Purpose, Vision and Values.
2. Act at all times within the Hastoe Group's Policies, Procedures, Standing Orders and Financial & System Regulations.
3. Participate in agreed internal and external training and events.
4. Carry out other duties as may be reasonably assigned from time to time.

This job description is an accurate reflection of the duties of the post at the time of writing but may be changed from time to time to meet the changing requirements of Hastoe.



Person specification

| Attributes | Essential | Desirable |
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| Education and training | <ul style="list-style-type: none"> • Educated to a minimum of A-Level standard or equivalent. • Evidence of continued professional development in customer service, housing, complaints handling, or management. • Training in complaints handling, customer care, or service excellence. | <ul style="list-style-type: none"> • CIH accredited qualification at level 3 or above. • Formal training in leadership, coaching, or people management. |
| Skills and experience | <ul style="list-style-type: none"> • Strong leadership and people-management skills, with the ability to motivate, coach, and develop staff. • Excellent written and verbal communication skills, including the ability to write clear, evidence-based and empathetic complaint responses. • Knowledge and understanding of the Housing Ombudsman's Complaint Handling Code. • Good understanding of both tenancies and leases and the relevant legislation that underpin the operation of both. • Understanding of housing-related administrative processes such as allocations, mutual exchanges, aids & adaptations. • Experience working within the social housing sector. • Excellent organisational skills. • Ability to manage competing priorities across complaints and administrative functions. | <ul style="list-style-type: none"> • Ability to develop and improve Standard Operating Procedures, workflows and administrative processes. • Ability to lead service-improvement initiatives using root-cause analysis and learning-based approaches. • Confidence in supporting cultural change and embedding consistent learning from complaints. |



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| | <ul style="list-style-type: none">• Highly competent in managing administrative processes, workflow coordination, and quality assurance.• Strong relationship-building skills across departments and with external contractors.• Confident user of specialist housing management systems, CRM platforms, and Microsoft Office applications. | |
| Personal qualities | <ul style="list-style-type: none">• Customer Inspired: A positive approach to customer service (for both internal and external customers).• Open and Transparent: Able to listen, learn and improve.• Professional: Able to take ownership of your actions and cope well under pressure.• Passionate: Able to go the extra mile to find solutions and meet deadlines.• Enterprising: Willing to seek new learning experiences.• Calm, resilient and professional under pressure.• Positive, proactive, and solutions-driven mindset.• Strong attention to detail and a commitment to high standards.• Integrity and discretion when handling sensitive information.• A collaborative team player who promotes learning and accountability.• Ability to lead by example and foster a positive team culture. | <ul style="list-style-type: none">• Innovative, with a willingness to challenge existing processes where improvements can be made.• Confident in representing the service at internal meetings or resident forums.• Passionate about embedding a learning-driven, improvement-focused complaints culture. |