



Job description

Job title:	Housing Administrator
Responsible to:	Housing Administration Manager
Responsible for:	N/A
Purpose of the post:	To work with the Housing Team to provide efficient and effective administration support

Key areas of responsibility:

1. Providing administrative support to the Housing Team as required, including sending mail merges and permission requests, and managing incoming and outgoing mail.
2. Administering Voids by advertising through Choice Based Lettings platforms, shortlisting applicants, ending and creating tenancies, preparing sign-up paperwork, and updating ActiveH.
3. Maintaining the Contract Register and Supplier List, ensuring PLI documents are kept up to date and contacting contractors when required.
4. Acting as the Web/Intranet Champion, uploading documents and ensuring information is current.
5. Assisting with the induction of new staff into general office procedures and monitoring adherence to processes.
6. Creating and receipting invoices on Compleat, including raising contractor purchase orders at the start of the financial year and escalating budget queries to the relevant region.
7. Administering all Mutual Exchanges, sending reference requests and preparing sign-up paperwork.
8. Administering Joint-to-Sole and Sole-to-Joint tenancy changes.
9. Processing Aids and Adaptation requests accurately and in a timely manner.



10. Managing office facilities, including ordering stationery, canteen supplies, and office cleaning requirements.
11. Carrying out Legionella compliance tasks, including taking monthly water temperatures.
12. Assisting in reviewing and improving processes within ActiveH.
13. Managing all incoming post for the organisation, ensuring Housing Team correspondence is opened, assessed, actioned promptly, and forwarded to the appropriate departments when needed.

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
Education and training	• Minimum of GCSE English and Mathematics, or an equivalent standard	
Skills and experience	• Proficient in using Microsoft Office applications and the ability to use specialist Housing Management software • Good organisation skills including maintaining records and administrative systems • Good communication skills interacting with a range of people, in person, by telephone and in writing • Ability to organise own workload and establish priorities with minimum supervision • Excellent attention to detail	• Previous experience working in the housing sector
Personal qualities	• 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. • Commitment to the provision of a quality service • Reliable and highly organised • Team player • Able to deal with periods of high workload pressure • Self-motivated • Able to travel occasionally to other Hastoe sites or estates	