



## **JOB DESCRIPTION**

<b>POST:</b>	Housing & Finance Administrator
<b>RESPONSIBLE TO:</b>	Housing Co-operative Manager
<b>SALARY GRADE:</b>	Scale 6 – starting at £30,483 per annum
<b>HOURS:</b>	35 hours per week

**OBJECTIVES TO THE POST:** To provide administrative support across the Housing Co-operative office to assist the delivery of high-quality day to day housing management services.

**RESPONSIBLE FOR:** Assisting the Co-operative Manager in provision of administration across the full range of functions, providing effective housing management and repairs service to the tenants and leaseholders of Carey Gardens Estate, managing rent accounts, and utilising the organisations computerised systems and other IT systems as appropriate, with particular emphasis on financial management.

## **FINANCIAL CONTROL**

1. Checking, analysing, and posting suppliers invoices onto the computer
2. Prepare cheques, invoices etc for authorisation and payment to suppliers/contractors
3. Maintain efficient records of invoices and payment authorisations for repairs
4. Maintain petty cash records/vouchers/ receipts and postage records
5. Responsible for ordering all office supplies and maintenance of contracts for office equipment ensuring value for money and adherence to correct financial procedures
6. Ensure that the confidentiality of residents personal rent and service charge records are maintained as directed by the manager.

## **RESIDENTS ACCOUNTS**

7. Manage tenant rent accounts by chasing payment and dealing with rent enquiries. Prepare rent statements for tenanted flats and ensure that the rent account is reconciled weekly. Provide support and advice to tenants on managing rent accounts.
8. Assist in dealing with service charge enquiries.

## **BUDGETING**

9. Maintain a full budgetary control system, highlighting areas of likely or actual over or under spend to the manager
10. Assists the Co-operative Manager in the control and expenditure of the office management budget

## **MANAGEMENT ACCOUNTING**

11. Assists the Co-operative Manager where required, to prepare annual budget and cash flow forecast and quarterly budgetary report.

## **REPAIRS SERVICE**

12. Assists the Housing Officer in the efficient and effective provision of a priority repairs service to all properties within the Co-operative's management ensuring adherence to appropriate legislation and health and safety requirements.

## **ESTATE OFFICE & OTHER MANAGEMENT FUNCTIONS**

13. Assists the Co-op Manager with the management of office premises and ensures value for money is achieved in procuring services to assist with the overall running of the office
14. Assists the Housing Officer in ensuring that resident enquiries are dealt with in the main office reception, ensuring that high standards of customer service are maintained. Deals with residents, members of the public, contractors, outside agencies, and other departments both verbally and in writing.
15. Remain conversant with legislation in relation to child protection and safeguarding children and young people as applicable to your role. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role.
16. Attends occasional meetings outside of normal working hours, where appropriate.
17. To abide by and follow all policies of Carey Gardens Co-operative
18. Perform any other tasks, consistent with the role, as instructed by the Co-op Manager.

*This job description is written in the form used for grading posts. It is not intended to be exhaustive or final statement of the duties required of any post holder.*

## **PERSON SPECIFICATION**

### **EXPERIENCE**

1. Experience of working with the public
2. Experience of using a computer

### **EDUCATION**

1. GCSE pass A-C or equivalent grade in Maths and English or experience demonstrating competency in the everyday use of Maths and English

### **JOB KNOWLEDGE**

1. Knowledge of the relevant housing related legislations with particular emphasis on the Housing Acts 1988, 1996, 2004.
2. Knowledge of the welfare benefits system with particular emphasis on Housing benefit, Universal credit.

### **SKILLS AND ABILITIES**

1. An ability to communicate effectively at all levels in writing and orally
2. Good organisational and administrative skills with ability to prioritise workload and meet deadlines
3. The ability to work out basic calculations quickly
4. An understanding of the skills involved in dealing with difficult situations and working with residents in sensitive matters such as debt counselling.
5. Ability to cope with pressure and stressful situations
6. Familiar with Northgate housing system i.e. NPS (desirable)

### **ATTITUDE**

1. A commitment to providing a high level of service to tenants and leaseholders
2. A commitment to resident participation
3. The ability to use own initiative and work without close supervision
4. A flexible approach and the ability to work as part of a team

### **EQUAL OPPORTUNITIES**

1. An informed understanding of equal opportunities and race policy with a commitment to their promotion.

### **PRACTICAL REQUIREMENTS**

1. The applicant will be required to attend evening meetings and or other events outside of usual working hours, as directed by the Cooperative Manager from time to time.