JOB DESCRIPTION

Post: Housing Administrator

Responsible to: Housing Services Manager

Band: E

Job Purpose

- To provide first class customer service to both internal and external customers and to act as the initial point of contact for all customer enquiries regarding responsive repairs.
- To ensure that every customer contact leaves the customer feeling positive about their experience.
- To work as part of a team, supporting colleagues and contributing flexibly to assist with fluctuating workloads and delivery to deadlines.

Key Tasks

1. Central Services Administration – will include some or, at times, all of the following:
   - Handle inbound/outbound calls within defined service level standards
   - Liaise with maintenance / repairs providers on behalf of customers.
   - Maintain accurate customer records relating to repairs, maintenance, contacts and initial complaints using Aareon’s QL-x software products and help to ensure that customers receive a first class service.
   - Produce standard reports
   - Process customer satisfaction surveys and produce timely and accurate reports to help deliver improvements to the customer experience.
   - Provide all housing services admin support, including lettings, rent accounting, voids, arrears, and tenancy administration.
   - Provide repairs service administration.
   - Provide central admin support and office management
   - Develop effective working relationships with key suppliers, partners and other teams within Ability to ensure that service standards are met whilst also improving efficiency.
   - Produce timely reports to help deliver improvements to the customer experience.
   - Perform general clerical duties as requested.
2. **General Duties**

- To comply at all times with Ability’s legal, contractual and regulatory responsibilities in relation to the above duties.

- To achieve agreed objectives and assist in the development and implementation of policies, practices and procedures.

- To promote the work and values of Ability.

- To be aware of policies, procedures and guidelines which are current at any time and always to carry out duties accordingly.

**MAIN TERMS AND CONDITIONS**

- Post: Administrator – Central Services
- Pension: SHPS DC
- Health Care: Ability operates a health care cash plan scheme for all employees, which is available after successful completion of probation.
- Car Policy: Casual User – a mileage allowance is payable for any business mileage incurred.
- Annual Leave: 22 days
- Hours of Work: 35 hours per week (exclusive of breaks).

A full statement of the main terms and conditions of employment will be supplied with any formal offer of employment. The above information may be helpful to applicants as a guide, but should not be treated as a substitute for a full contract of employment.
# JOB DESCRIPTION

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<th>Qualities</th>
<th>Criteria</th>
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| **VALUES & BEHAVIOURS** | Passionate about delivering excellent customer service and actively seeking customer feedback to deliver improvements.  
Clearly demonstrates a positive ‘can do’ approach and takes personal accountability.  
An understanding nature of the specific needs of the customers.  
Passion to ensure delivery against KPIs and given targets. | ✓         |       |
| **EXPERIENCE**     | Experience of working within a customer service / general office environment which may include some or all of the following:  
- Invoice processing/accounts payable  
- Repairs administration and maintenance.  
- Housing services administration  
- IT admin support | ✓         |       |
| **SKILLS/KNOWLEDGE** | Excellent written and verbal communication skills  
First class customer service skills (telephone, written and face-to-face)  
Good numeracy skills  
Must be IT literate and competent in use of standard MS Office applications including Word and Excel.  
Will be required to use integrated housing management and repair systems  
An understanding of and commitment to the values of Ability Housing Association | ✓         |       |
<table>
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<th>ABILITIES</th>
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<tr>
<td>Ability to work on own initiative to agreed work plans</td>
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<td>Effective team member who is personally well organised.</td>
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<td>Ability to multi task using the telephone and IT services</td>
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<td>Ability to identify trends from Excel and spread sheets</td>
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<td>A willingness to develop further knowledge through training</td>
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