



Working better together  
for our residents

# Housing Administrative Assistant

## Operations > Supported and Temporary Housing

### What's it all about

You will provide an efficient, high-quality, professional and proactive housing management administration service.

### How you'll make a difference

Working in the business development team in supported and temporary housing you will provide essential administrative services to enhance the efficiency and effectiveness of the operational teams.

### How you'll do it

- Ensuring that customer account details for your area are updated and maintained on our database within agreed timescales.
- Provide information in relation to housing benefit claims and dealing with housing benefit overpayments.
- Check data provided by operational colleagues and flag where this does not meet the required standard.
- Effectively use IT systems, ensuring that key data is recorded, stored and maintained to agreed standards.
- Support existing and new digital processes as super users and provide ongoing training and support for new and existing staff.
- Collect information, update databases and provide colleagues with data which will inform performance reporting.
- Maintain records of and proactively chase colleagues for updates on Fire Risk Actions (and other compliance areas) as requested by your manager or the Fire Compliance Assistant.
- Utilise control processes and systems effectively to ensure services are delivered and work is completed in accordance with service standards.
- Administer purchase order processing system ensuring purchase orders are raised and receipted accurately
- Code and validate invoices in a timely manner.
- Provide support to staff in the department around: induction, training on systems and office management procedures.
- Support the work of the senior management team including administrative support and minute taking
- Run standard reports as requested by your line manager or senior colleagues.
- As directed by your line manager, manage stationery and sundry ordering, processing and chasing invoices, archiving and filing.
- Assist the Administrative Team Manager in the preparation of Subject Access Requests and promote the General Data Protection Regulations.
- Work collaboratively across supported and temporary housing, supporting colleagues where necessary, and by working flexibly to provide cover in periods of absence and fluctuations in workloads across the business
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **staff** level.

### Essential knowledge, experience and skills including qualifications and professional membership

- Ability to learn and apply new information technology and systems quickly.
- Ability to undertake research and prepare management reports.
- Ability to work to tight deadlines and maintain a professional approach.
- Experience raising/processing purchase orders.
- Proven experience of successfully working in a customer focussed business.
- Strong written and verbal communications.
- Strong organisation and time management.
- Good level of numeracy, sufficient to interpret financial information.
- Effective IT skills including intermediate MS Office skills.
- Administrative experience gained in a professional setting.