

Housing Administration Assistant

Care and Support

Overview	
Role Purpose	Provide an efficient, high-quality, professional and proactive housing management administration service to the Care & Support directorate.
Responsible for	Housing management administration to support operational teams within Care & Support.
Reports to	Administrative Team Leader
Line management	N/A
Date	June 2019

Role relationships	
Internal	<ul style="list-style-type: none"> NHG staff across the business, and senior managers within Care & Support.
External	<ul style="list-style-type: none"> Housing benefit teams where appropriate

Role accountabilities	
Information management and systems maintenance <ul style="list-style-type: none"> Ensuring that customer account details for your area are updated and maintained on Northgate (start/end tenancies/adjustments) promptly and within agreed timescales. Provide information in relation to housing benefit claims, dealing with housing benefit overpayments. Check data provided by operational colleagues and flag where this does not meet NHG's standard. Effectively use NHG systems, ensuring that key data is recorded, stored and maintained to an agreed standard. 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 NHG service standards. 	
Administration and office management <ul style="list-style-type: none"> Administer purchase order processing system ensuring purchase orders are raised correctly against the correct cost and account codes and are receipted and closed 	

Role accountabilities

- when appropriate. 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 in line with C&S policy
- Run standard reports as requested by your line manager or senior C&S 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 Care & Support, supporting colleagues where necessary, and by working flexibly to provide cover in periods of absence and fluctuations in workloads across the business

General

- Undertake essential Extra Care business support responsibilities (e.g. reporting incidents on Caresys) from time to time.
- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
Service improvement	<ul style="list-style-type: none"> Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Communication and inclusion	<ul style="list-style-type: none"> Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.
As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.	

Essential knowledge, experience and skills	
Professional expertise (know how & experience)	<ul style="list-style-type: none"> 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 and processing purchase orders Able to demonstrate previous experience successfully working in a customer focussed business
Skills	<ul style="list-style-type: none"> Strong written and verbal communications Strong organisation and time management Good level of numeracy, sufficient to interpret financial information in spreadsheet and personal records, statements, invoices etc. Effective IT skills including intermediate MS Office skills
Qualifications and/or professional membership	<ul style="list-style-type: none"> Administrative experience gained in a professional setting

Role requirements	
DBS	<ul style="list-style-type: none"> None

Role profile

Data and information processing	<ul style="list-style-type: none">Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none">Information ChampionData Steward