



Job Description

Job title	Admin Assistant - Balivanich
Grade	AP1
Department & Post Ref	O22 – Operations – Housing Services
Reports to	Area Manager

Position Summary

Main job functions (Note: In addition to these functions employees are required to carry out such other duties as may reasonably be required.)

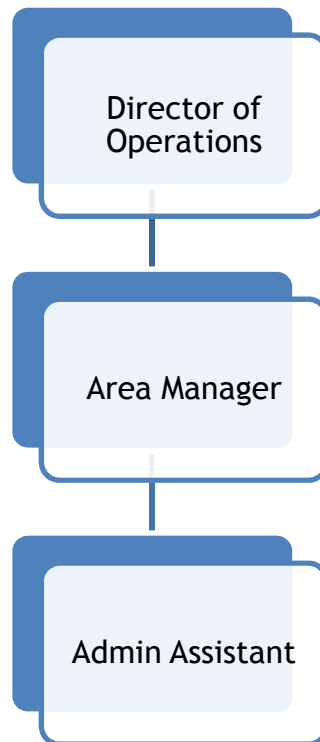
Responsible for providing a full range of clerical and administrative support to the area based housing management team.

Job Location

Stornoway

Supervisory Responsibilities/Position in Structure

(Attach outline organisation chart, appropriate.)



Main Duties		
Duties/responsibilities (in order of priority)	approximate % of time to be spent	Key Results
Processing applications for housing in accordance with the allocation policy.	10	Accurate processing and consistent with policy
Undertake assessment of applicant's circumstances either by interview or home visit as required.	10	Achieve consistent assessment to ensure the Partnership's properties are allocated fairly.
Monitor void properties and liaise with Clerk of Works to reduce void loss periods.	10	Maximise HHP's income by increasing efficiency.
Manage the matching process for void properties and prepare property allocations for approval by the Area Manager.	10	Ensure audit trail of offers and allocations.
Provide advice and general information in relation to housing applications and allocations.	10	Customers are informed in relation to choices available to them.
Upkeep records of voids and re-lets, maintain files and statistics and prepare documentation associated with new tenancies.	15	Enable compilation of accurate information and statistics.
Liaise with other agencies on allocation issues.	5	Enable HHP to make informed decisions in relation to allocations.
Provide cover to reception desk as required and deal with HHP's customers in an efficient and friendly manner.	15	Visitors form good impression of HHP.
Acting as cover for Area Housing Officer in their absence.	5	Remove pressure during absence periods.
Provide secretarial support to Area Manager and undertake admin duties in connection with meetings as required.	5	Enabling Manager to concentrate on own duties.
Undertake general admin duties, house file maintenance and filing duties as required.	5	Achieve good standard of house files.
To undertake appropriate training and continuous personal development.		
To comply with all the Partnership's policies and practices with particular regard to HSAW, Equal Opportunities and Confidentiality.		
To undertake further duties or tasks which are compatible with the grade of the post that may be allocated by the line manager in the interest of the efficiency and effectiveness of the service.		
TOTAL	100.00%	

Criteria – Essential (E) and Desirable (D)

Education & Qualification			
E1	Good general education to Standard Grade or equivalent.	D1	Educated to HNC standard or above
Experience			
E2	At least one year's experience working closely with members of the public.	D2	Using a Housing Management System
Knowledge			
E3	Good general knowledge of IT systems.	D3	Knowledge of general Housing Law and Policies.
E4	Working knowledge of office operations and procedures.	D4	Understanding how housing is allocated and housing needs assessed.
Skills & Abilities			
E5	Competent in using word processing and spreadsheet software and application e.g Microsoft Office.		
E6	Good general administration and clerical abilities.		
E7	Sound interpersonal skills particularly with regard to carrying out interviews.		
E8	Ability to work to deadlines and under pressure.		
E9	Ability to write letters and basic reports.		
E10	Self motivator and good team player		
E11	Ability to demonstrate awareness of the sensitive and confidential nature of work involved in housing allocations		
Other requirements			

Agreed	<input type="text"/>
Date	<input type="text"/>
Authorised	<input type="text"/>
Reviewed on	<input type="text"/>

