



## JOB DESCRIPTION

POST: **Housing Administrator**  
REPORTS TO: Service Manager at Salisbury Trust for the Homeless  
SALARY: £24,784.50 pro rata

*You must be someone who wants to ....*



Adapt To  
Change



Work With  
Others



Make  
Decisions



Challenge How  
We Do Things



Enjoy Your  
Job



Take  
Ownership

### Context & Purpose

The Housing Administrator will work with the Salisbury Trust for the Homeless staff team to deliver an excellent housing management service across a diverse portfolio of supported housing management accommodation in the Salisbury area.

You will be responsible for delivering void management, allocations, tenancy and income collection services to our customers using a person-centred approach and resolving issues at the first point of contact.

### Expectations & Behaviours

Attitude is a key determining factor when recruiting and when you are in the role. Taking pride and ownership in all you do, being reliable and responsible, encouraging initiative and creativity within the team, along with an attitude of achievement are vital.

Dealing with problems by identifying solutions, working collaboratively with others, always recognising the importance of the individual, both customer and colleague, will bring you and the organisation the success we desire to help Build Better Lives, Better Homes and Better Communities for us all.

You will need resilience and the ability to adapt to a range of customer, colleague, stakeholder & commissioner needs, as well as a creative and innovative approach embracing and championing change and technologies as well as listening to and having empathy with, and for, our customers.

### Key Responsibilities

1. Proactively manage a patch of the STFH managed properties working to sustain tenancies in line with current legislation, regulatory standards and the charities relevant policies and procedures.
2. Be visible at the accommodation, demonstrating a person-centred, strengths-based approach, identifying underlying issues and empowering customers to achieve successful outcomes.
3. Ensure the STFH's rental income is maximised by the effective management of rent arrears in accordance with the STFH's policy and procedure, promoting a rent payment culture at the start of customer's tenancies.



4. Work with customers around money management from the start of their tenancies, identifying any rent arrears, arranging repayment plans and providing financial inclusion support to maximize their incomes.
5. Manage all legal requirements relating to the tenancy, licenced or leased accommodation including sign-ups, tenancy changes such as successions and assignments, serving notices, court work and evictions.
6. Proactively manage and deter ASB by using all the legal tools and measures available and working in partnership with relevant agencies such as the police and local ASB teams.
7. Oversee the management of voids and tenancy terminations including referrals and assessments, ensuring that voids stay within agreed KPI's.
8. Ensure effective housing management, carrying out regular health and safety visits, inspections and working with partner agencies to tackle and deter ASB in your area.
9. Deliver an Intensive Housing Management service to customers including bidding and housing plans.
10. Carry out new tenant and annual tenancy visits with visits prioritised based on agreed criteria and a risk-based approach.
11. Develop and strengthen partnerships both internally and externally working collaboratively with other teams to improve the customer journey and actively promote interagency working throughout the area housing teams.
12. Actively promote customer involvement in all areas of service delivery and work with the Customer Engagement Team on delivering community initiatives that enable active engagement and co-production
13. Identify safeguarding concerns, ensuring that appropriate referrals are made to statutory services, promoting a multiagency approach and ensuring that outcomes followed up.

*This job description reflects the present requirements and responsibilities of the post. The detailed duties may vary or develop over time according to needs without changing the nature of level of responsibility of the post. This job description does not form part of your contract.*

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Signed

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Date

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Name



## PERSON SPECIFICATION

<b>Skills and Knowledge Required</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills with the ability to communicate clearly with individuals from all levels of the organisation and external partners, and to manage effective liaison with a variety of different customers, contractors and stakeholders.	<b>E</b>	
Excellent time management skills, and the ability to prioritise own and team workload effectively.	<b>E</b>	
Able to work under pressure with minimal supervision.	<b>E</b>	
Ability to manage emergency situations calmly and professionally.	<b>E</b>	
Proactive, enthusiastic and self-motivated.	<b>E</b>	
Strong inter-personal skills, emotionally intelligent, confident and assured.	<b>E</b>	
Demonstrable customer service skills and the understanding of what is required from a customer facing officer.	<b>E</b>	
A problem-solving approach to work, with the ability to think outside the box and look for deliverable, effective solutions to problems as they arise.	<b>E</b>	
Knowledge of current housing legislation and requirements of Housing Acts	<b>E</b>	
Knowledge of new regulation being introduced.	<b>E</b>	



<b>Qualifications</b>		
Possess a relevant Housing Management qualification equivalent to level 3		<b>D</b>
Up-to-date record of continuing professional development.	<b>E</b>	
<b>Other</b>		
Full driving licence	<b>E</b>	

<b>Values</b>			
<b>Personal Integrity</b> Honesty ▪ Openness ▪ Reliability ▪ Accountability ▪ Confidentially	<b>E</b>		Application / Interview
<b>Outstanding Service to People</b> <i>Honouring and empowering those we serve ▪            Offering choice wherever possible ▪ Enabling            people to take control of their own lives</i>	<b>E</b>		Application / Interview
<b>The Importance of Every Individual</b> <i>Respect ▪ Caring for people ▪ Treating            everyone as we would want to be treated ▪            Equal opportunities ▪ Valuing differences ▪ Non-            discriminatory ▪ Non-judgemental ▪ Non-            exploitative ▪ Holistic in approach</i>	<b>E</b>		Application / Interview
<b>The Importance of Working Together</b> <i>Supporting each other ▪ Working as a team ▪            Being flexible and creative when responding to            needs ▪ Recognising more is achieved in            harmony than alone</i>	<b>E</b>		Application / Interview
<b>Professional Competence</b> <i>Getting the basics rights ▪ Earning a high regard            in our field Giving best value ▪ Maintaining a            quality service</i>	<b>E</b>		Application / Interview



Behaviours			
Taking pride and ownership in all I do	E		Application / Interview
Being reliable and responsible	E		Application / Interview
Encouraging initiative and responsibility	E		Application / Interview
Recognising and complimenting good work	E		Application / Interview
Ensuring the person in front of me knows they are important	E		Application / Interview
Having an attitude of achievement	E		Application / Interview
Talking to each other and not about each other	E		Application / Interview
Saying thank you	E		Application / Interview

