

ENGLISH RURAL HOUSING ASSOCIATION

JOB DESCRIPTION

Job Title:	Services Administrator
Area of operation:	Housing Services
Hours:	18.5 hours per week
Responsible to:	Operations Director
Salary:	£13,168 Per Annum (£26,690 FTE)
Pension entitlement: Pension Scheme	Defined Contribution with Social Housing
Annual leave entitlement:	110 Hours Per Annum (6 week equivalent)

PRINCIPAL RESPONSIBILITIES are to work closely with the comparable post holder to:

- (a) To assist the housing and property teams by supporting a full and professional service to the Associations residents.
- (b) Carry out general office administration duties to support the delivery of services and effective operations of the housing and maintenance teams.
- (c) To provide telephone support during office hours, and performing customer satisfaction surveys to ensure the service meets with the Associations policies
- (d) Liaise with maintenance contractors regarding any outstanding/ overdue jobs to ensure performance figures are presented in a timely manner
- (e) To assist with responding to and resolving resident enquiries
- (f) Assist with maintaining and recording all gas and electrical safety certificates
- (g) Respond to general correspondence as advised and support regular communication with residents, including large scale mailings when necessary
- (h) Collate data as requested to assist with adhoc project work
- (i) Assist with accurately recording meetings and agreed action points.
- (j) To carry out any other professional or administrative work as required.

MAIN ACTIVITIES within each area of responsibility:

(a) Housing and property service activities:

- To support the effective delivery of housing and property services to the Association's residents.
- Assist in monitoring and responding to resident requests.
- Assist with monitoring the programme of gas and electrical safety checking.
- Monitor and assist with collation of performance figures and data as required
- To provide administrative support as required by the housing and property services team

(b) Working with Operations Director

- Advise, support and assist the Operations Director.

(c) General:

- Contribute to English Rural's general evolution and to policy development.

(d) Health and Safety and Equalities:

- Participate in the implementation of the association's policies and procedures governing health and safety at work, equalities and disabilities and all associated regulatory requirements.

(e) Other:

- Carry out such other duties as may be agreed from time to time

Martin Collett
February 2017