



Job title	Housing Services Administrator - Volunteer
Responsible to	Housing Manager
Remit of the post covers	North Kent
Department	Supported Housing Services
Hours	4 per week
Location	Dartford Office

JOB DESCRIPTION

Purpose of the Post

To provide Administration support to the Supported Housing Services.

Structure of the Post

The post will be based in the North Kent Mind Offices at The Almshouses, 20 West Hill, Dartford, DA1 2EP. The role will be for approximately 4 hours a week and be supervised by the Housing Services Manager.

A: DUTIES OF THE POST: GENERAL

These duties apply to all North Kent Mind Staff, whichever service they work for.

To work within a framework which:

- Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
- Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
- Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model.
- Respects, encourages and builds on individual clients' coping strategies, skills and autonomy, and is in keeping with the Codes Of Practice for Social Care Workers as defined by the General Social Care Workers.
- Maintains good liaison with any other outside agencies as is necessary.
- Promotes good joint working, links and cross-referral with all North Kent Mind colleagues.
- Adheres to the principles of the Social Care Standards as defined by the GCSI.
- To participate in supervision and appraisal.
- To attend staff meetings and day service team meetings.
- To attend training/meetings and some annual events as required.
- To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

B: DUTIES OF THE POST: SPECIFIC (ADMIN HOUSING SERVICES)

1. Log and report maintenance and repair issues to housing maintenance/housing associations taking into account our managing agent responsibilities.
2. Monitoring repairs on our database system. Liaise with contractors and housing associations, ensure appropriate access is obtained by liaising with tenants and support staff.
3. Maintain a database and record keeping of housing repairs.
4. Circulation of leaflets and information by email and post as required.
5. General admin duties within Housing Services, including minute taking at meetings and preparation of information and reports for meetings using word, excel and other programmes.
6. Updating spreadsheet information for received housing referrals.
8. Assist Housing Management Administrator with orders and deliveries.
9. Assist Housing Management Services Administrator updating and sending tenants rent statements quarterly and monthly for arrears with an accompanying letter.
10. Apply and chase housing benefit applications and queries when required.
11. Research and gather quotations for a whole range of services including but not exhaustive of bulk collections, window cleaning, skips and others when required.
12. Assist Managing Agent Administrator with data collection, monitoring Managing Agent Key Performance Indicators (KPIs).

This list is not exhaustive, duties can be added in discussion with the post holder.

PERSON SPECIFICATION

Experience, Skills, Knowledge	Essential	Desirable
Experience of providing administrative support in an office environment	✓	
Ability to prioritise tasks and manage time efficiently	✓	
Good knowledge of Microsoft office 365, Internet, Recording Systems & Outlook	✓	
Experience taking meeting minutes & preparing meetings agendas		✓
Ability to develop positive and professional working relationships with staff, volunteers, clients and external organisations	✓	
An understanding of the importance of confidentiality and an ability to respect this at all times	✓	
Clear professional boundaries	✓	
Good written English and communication skills	✓	
Excellent organisation and administrative skills	✓	
Proactive and flexible approach to problem solving	✓	
An ability to prioritise workloads	✓	
Warm and professional manner both in person and on the telephone	✓	
Ability to work within a team	✓	
An understanding of equal opportunities	✓	
Able to work on own initiative	✓	
A good knowledge of the services provided by North Kent Mind		✓
Previous experience relating to Housing Management Administration		✓
Flexibility around working hours	✓	



If you wish to have an informal discussion about this role description and person specification, please contact:

Tracey Hinton, North Kent Mind, Housing Services Manager
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