



HIGHTOWN HOUSING ASSOCIATION

JOB DESCRIPTION

JOB TITLE:	Tenant Services Administrator
DEPARTMENT/PROJECT:	Tenant Services
BASED AT:	Hightown House, Hemel Hempstead
RESPONSIBLE TO:	Head of Housing
RESPONSIBLE FOR:	Not Applicable

JOB CONTEXT:

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire and Buckinghamshire. We believe everyone should have a home and the support they need, so our aim is to build new homes and to provide excellent housing and support.

OVERVIEW:

The Tenant Services Administrator will be responsible for the provision of a professional customer focused front line service for Hightown's internal and external customers and visitors to Hightown House.

The post holder will provide administrative support across the Housing, Lettings, Income Recovery, and Reception teams. The role requires a flexible approach, and will work as part of a team delivering a professional service to customers of Hightown, colleagues and any visitors to the Association.

KEY RESPONSIBILITIES

- To deal with enquiries on the telephone and at reception from tenants, applicants for housing, contractors and any other visitors.
- To provide efficient and comprehensive administrative support across the Housing, Income Recovery, and Lettings teams as required. Including typing, filing, photocopying, scanning, processing tenancy paperwork, advertising properties, general communications, mail merges, sending out newsletters and standard correspondence.

- To send out mutual exchange application forms and assess the eligibility of initial Mutual Exchange applications, liaising with the Housing Administrators to progress applications where applicable.
- To update records and keep accurate records of customer contacts, including complaints.
- Provide cover for all of the duties carried out by the receptionist, including processing incoming and outgoing post, scanning documents as necessary.
- To deal with telephone enquiries about rent accounts, make calls and send letters to tenants who are behind with their rent payments.
- To complete rent account information on Housing Officer visit review forms.
- To carry out precalls to applicants for housing prior to tenancy sign up to take initial rent payments.
- To receive and process telephone payments made by debit or credit card.
- To set up and amend direct debits.
- General administration in relation to the Lettings service.

General

- To undertake other duties, which are commensurate with the salary, knowledge and experience of this post, as and when required by the Head of Housing.
- To uphold and promote Hightown's vision and values.
- To work within Hightown's policies and procedures
- To be proactive in seeking improvements in Hightown's service delivery for the benefit of our tenants and service users.
- To ensure that the presentation of the service provided to tenants and others is professional, positive, friendly and helpful at all times, and in line with the Association's Customer Charter.
- To meet Data Protection requirements in handling personal information.
- To maintain the appropriate level of skills necessary to carry out the duties of the post.
- To adhere to Hightown's financial regulations, standing orders, policies and procedures.
- To attend and participate in team meetings.
- To carry out the duties of the post in line with the Association's Equal Opportunities policy.

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PERSON SPECIFICATION

TENANT SERVICES ADMINISTRATOR

	Essential	Desirable
Knowledge & Skills		
Educated to GCSE Level or equivalent		✓
Competent typing skills with the ability to format documents and layout forms/tables	✓	
Computer literate, able to use Microsoft Office (including excel) and other software systems with ability to be self servicing in letter writing	✓	
Numerate and accurate with figures	✓	
Able to take ownership and deliver excellent customer service in a professional and confident manner	✓	
Strong organisational skills, with the ability to meet deadlines and prioritise workloads.	✓	
Ability to work independently and as part of a team	✓	
Excellent communication skills, both written and verbal	✓	
Able to use own initiative in dealing with a wide variety of people	✓	
Experience		
Previous office experience/general administration duties	✓	
Previous Housing administration experience		✓
Managing processes and systems	✓	
Day to day decision making in an office environment	✓	
Experience of using a busy switchboard	✓	
Personal Characteristics		
Reliable and punctual	✓	
Commitment to equal opportunities	✓	