

Job Description

Post: Housing Administrative Assistant

Date: March 2025

Main Purpose:

Working as part of a small team you will fulfil an important role in delivering Family Housing Association's aim of providing the best possible services to our tenants. You will help provide vital front-line services to our tenants, answering telephone calls, entering and processing repairs and liaising with contractors. You will have a friendly and professional manner and will build a strong relationship with our tenants, listening to their concerns and helping where you can. You will provide administration support to the team performing a wide range of administrative tasks including data entry, preparing and sending letters, making appointments, photocopying, scanning documents and filing. You will also spend some time out of the office, visiting properties across Wirral, to visit tenants and delivering documents, so a full clean driving licence and access to a car would be beneficial. There will be some lone working required so the ability to work independently is required. Through a positive, supportive, and friendly approach you will help to build positive professional relationships with other Staff, our Contractors, our Tenants, and the local community.

Key Areas of Responsibility

- Answering telephone calls and speaking to visitors to the office, listening to their concerns and providing advice and support where possible.
- Process and enter repairs on our systems, liaising between tenants and contractors and involving other staff where necessary.
- Support the Housing Management Team with various administrative tasks including data entry onto Property Pool Plus systems.
- Support the Finance Team with the invoice processing procedures, including scanning, organising electronic documentation and data entry.
- Support the Finance Director in accounting for Direct Debit transactions and updating accounting software.
- Support the Asset Manager to arrange appointments for visits, sending out letters and schedules to tenants, preparing survey forms and liaising with tenants over access.
- Support the team to monitor reports of damp and mould until tenants confirm the issue has been resolved.
- Support the Housing Administration Officer with the Annual Rent Increase procedures, including preparation of appropriate paperwork.
- Support the Senior Management Team with collation of Board and Committee Papers and various other administrative tasks.
- Support our maintenance and repairs service including arranging access for property inspections, gas testing, electrical servicing, planned maintenance and repairs.
- Support the Housing Team with scheduling of Home Visits, liaising with the team and tenants.
- Support the Housing Team with managing void (empty property) utilities.
- When required, carry out Home Visits across Wirral, ensuring the welfare of tenants and processing any repairs identified.

- Maintain awareness and follow Health and Safety Regulations and Association Policies.
- Ensure record keeping, monitoring and administrative systems are kept up to date and accurate.
- Work effectively with other team members to meet objectives and targets.
- Attend appropriate regular training as identified in one-to-one meetings with your line manager.
- When required, monitor the central /admin email account and process outgoing post on behalf of the Team.
- Carry out any other duties within the scope, spirit and purpose of the job as requested by management.