

ROLE PROFILE

Role Title:	Home Options Administrator
Department:	Home Options
Role Purpose:	<p>A responsible Administrator who is able to perform a variety of administrative and clerical tasks. You will work with the various teams in the Home Options department ensuring that all administrative procedures are undertaken in compliance with internal policies and procedures and in a timely and accurate manner.</p> <p>You will have excellent oral and written communication skills and be able to organise your own workload.</p>
Responsible to:	Voluntary Right to Buy Team Leader
Responsible for:	N/A
Disclosure level:	N/A
Role Level:	Administrator

Key Role Responsibilities	<ul style="list-style-type: none"> Your primary role will be to work closely with the Voluntary Right to Buy Team, assisting with the processing of applications that will include checking tenancy and rent information, updating information management systems, creating reports and dealing with enquiries from tenants. Assist with the administration of Right to Acquire and Preserved Right to Buy applications include checking tenancy and rent information, updating Northgate, updating reports and dealing with enquiries from tenants and solicitors. Provide all aspects of administrative support to the Sales and Marketing team including providing a competent sales and resales enquiry handling service and assisting with all tasks associated with the sale of Shared Ownership, Outright, Rent to HomeBuy and Extra Care. Assist Officers in the progressing of units identified for disposal including creating and updating Excel reports, dealing with enquires from tenants, solicitors and the Auction House. Provide general support to the Mutual, Commercial and Agency Manager including assisting with the updating of reports regarding compliance, raising repair orders and dealing with queries from tenants of our commercial units. Assist where necessary with general administrative tasks associated with the Leasehold and Lettings team that will include raising orders on our eBis system, filing, taking phone
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calls and ordering office supplies.

- Liaising with internal departments and external stakeholders such as solicitors, valuers, tenants, leaseholders, Asset Management and the Customer Hub.
- Using the Callpay system to take payments and administering refunds when required
- Using the Ebis system to ensure invoices are paid.
- Comply with all Midland Heart policies and procedures
- Co-ordinate and respond to email enquiries within Midland Hearts timescales for responses; ensure where necessary that follow up action is completed by other sections and departments.
- Ensure that all files are maintained, easily accessible and archived in accordance with legislation and organisational requirements (data protection).

GENERAL

- To work diligently towards achieving service KPIs, qualitative and quantitative performance targets, ensuring service standards are adhered to and consistently delivered across all work streams
- To assist with the introduction of new ways of working that will improve service and improve business efficiency
- To demonstrate a whole hearted commitment to the Organization's values and culture.
- To consistently promote and apply equality and diversity, in line with Midland Hearts policy/procedures and ensure that this is demonstrated and maintained throughout all areas of responsibility.
- To be aware of, and observe fully and promote Midland Hearts policies relating to health and safety and best practice, throughout all areas of responsibility.
- Understand Midland Heart's Safeguarding policy and procedures ensuring the process is followed as relevant.
- Attend meetings as and when required

The post holder will be expected to undertake such additional duties or responsibilities, consistent with the role and grade, as may be allocated.

Education, Qualifications and Training	<ul style="list-style-type: none"> • Ability to demonstrate a level of numeracy and literacy to the equivalent of GCSE Grade C in English and Maths.
Knowledge and Experience	<ul style="list-style-type: none"> • Knowledge of the role of Housing Associations. • Understanding of the Voluntary Right to Buy, Shared Ownership Sales and Leasehold Management. • Practical experience of using Microsoft Office and other applications.
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Strong IT skills are essential - including word, email and excel. • An excellent communicator who can effectively communicate verbally and in writing at all levels internally and externally • Highly efficient and organised individual who is process and deadline driven who can readily prioritise workload. • Self-driven and able to use own initiative. Have the ability to work on own initiative and take responsibility • Committed to providing an excellent customer service and keeping abreast of policy and legislative developments. • Excellent team player who works proactively with colleagues to improve services. • Understanding of and commitment to the principles of equality and diversity. • Be flexible in working patterns to meet the variable demands of customers and the team.