

## ROLE PROFILE

<b>Role Title:</b>	Housing Administrator– Extra Care
<b>Department:</b>	Retirement Living
<b>Role Purpose:</b>	The role will support service delivery across extra care schemes by effective administration.
<b>Reporting to:</b>	Area Manager – Extra Care
<b>Responsible for:</b>	Housing Related Administration of Extra Care Schemes
<b>Disclosure level:</b>	Enhanced plus Barring Lists etc.
<b>Role Level:</b>	Front Line Worker

<b>Key Role Responsibilities</b>	<p>To support Retirement Living Extra Care schemes with housing related administration across a portfolio of schemes in the North or South of our geography.</p> <p>Work as part of a team to deliver outstanding housing management services to our customers through setting high standards, working flexibly and working in partnership with the onsite care provider.</p> <p>To ensure that housing administration tasks are carried out to a high standard, meeting deadlines and complying with all relevant policies and processes.</p> <p>As part of the Retirement Living – Extra Care team, to support the delivery of brilliant standards in all aspects of service.</p> <p>To respond to customer requests for information. Sign posting where applicable.</p> <p>To support with ordering and auditing of goods and services.</p> <p>To process business data including performance management information and produce detailed reports.</p> <p>To liaise with colleagues and departments across Midland Heart to ensure issues related to Extra Care Schemes are resolved.</p>
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	<p>To conduct audits as directed by the Retirement Living – Extra Care Area Manager.</p> <p>Arranging quarterly care contract meetings and attending in order to take minutes, distribute documents and information relating to the meeting and completing action logs resulting from the meeting for distribution.</p> <p>As identified by Retirement Living or Area Manager to ensure effective administration of financial processes, including auditing MLE process.</p> <p>Banking following Midland Heart processes, Completing safe Audits as required.</p> <p>To undertake some deputised tasks for the Retirement Living Managers during periods of absence (excluding any line management or HR related matters) as required and be confident in completing all of the relevant weekly/monthly tasks including H&amp;S compliance and building safety.</p> <p>To respond promptly and effectively to crisis and emergency situations that arise when onsite.</p> <p>To comply with Midland Heart policies and procedures, ensuring Health and Safety of customers, staff and visitors to the service and ensure adherence to policies, procedures</p> <p>Attend training courses and complete eLearning as designated by the organisation.</p> <p>Attend all meetings as required and take minutes as appropriate.</p> <p>Any other duties commensurate with the nature and status of the role.</p>
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<p><b>Education, Qualifications and Training</b></p>	<p>Basic English and Maths (GCSE or equivalent)</p> <p>NVQ level 3 in Management (or equivalent) or willingness to achieve while in post.</p>
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	<p>CIH Level 3 Certificate in Housing Practice or willingness to achieve while in post.</p> <p>Must be computer literate with experience of working with IT systems including word and excel</p>
<p><b>Knowledge and Experience</b></p>	<p>Experience of administration, including data entry, producing letters, taking minutes and telephony.</p> <p>Experience of working in a housing related environment and an understanding of core landlord functions, such as letting properties, raising repairs and ensuring the safety of the building and its occupants.</p> <p>Experience of customer service.</p> <p>Experience of working with customers with care and/or support needs.</p> <p>Understanding of the needs of customers in retirement living schemes.</p> <p>Experience of working as part of a team to deliver an excellent, customer focussed service</p>
<p><b>Role Specific Skills &amp; Behaviours</b></p>	<p>High customer service focus, with excellent communication and interpersonal skills.</p> <p>Well organised, with the ability to prioritise and work to tight deadlines.</p> <p>Excellent attention to detail.</p> <p>Strong understanding and respect for confidentiality.</p> <p>Ability to adapt to changing demands and deadlines.</p> <p>Innovative and creative</p> <p>Ability to travel between Midland Heart schemes and offices on a very regular basis</p>

	<p>Maintains effective work behaviour in the face of setbacks or pressure.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p>
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