



HOUSING ADMINISTRATOR – TEMPORARY 6 MONTH POSITION

TELFORD

£15,345 TO £16,286 PER ANNUM (PRO RATA), 35 HOURS PER WEEK

Playing a vital role in our Housing Services Team, this is a chance to develop your career in a progressive organisation. For this wide ranging role, we are looking for a well organised individual to support the Housing team with all aspects of administration whilst also covering our busy reception.

This role will involve organising and maintaining effective administrative systems and records, collating information, audio typing, minute taking and covering a busy reception area. You should be able to provide a high quality customer service to a wide range of customers with diverse needs. You will have excellent written and verbal communication skills coupled with strong IT skills in Microsoft Excel (or similar). Previous experience working within a customer service environment and the ability to respond promptly and effectively to queries are both essential.

This is a chance to join a specialist and successful team that delivers a high quality of service to all our customers. You will be provided with the relevant training and support to carry out this role.

Excellent benefits include 26 days annual leave (pro rata) and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SHA2393R.

Closing date: 5pm on 2nd March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

Sanctuary Housing Association is an exempt charity.





Candidate Information

For

Housing Administrator
(TEMPORARY – 6 MONTHS)
within

Housing Services Team

Date: February 2012

CANDIDATE INFORMATION PACK

About Sanctuary

Working in partnership with both public and private sector organisations, we are committed to providing quality affordable housing and effective social care services and facilities. As a not for profit organisation, our income is used for maintaining our properties to high standards and updating and developing our services.

Housing lies at the heart of our business. With regional operations based in the communities in which we operate, Sanctuary manages homes across England and Scotland, providing general rented, sheltered and home ownership accommodation.

Sanctuary currently employs over 8,000 staff across its UK network of regional and subsidiary offices and maintains Investor in People status.

A growing and rapidly changing organisation, Sanctuary has diversified into the business areas of Care and Management Services.

Sanctuary Care - Our services fall into four main categories:

- Care Homes - Care for elderly & those with learning or physical disabilities
- Home Care - Providing domiciliary support in clients own homes
- Supported Housing - Extra support to live independently
- Extra Care - 24hr care on site, providing the level of support required

Sanctuary Management Services

A commercially focused business which delivers a broad range of facilities management services to Universities and NHS Trusts. This includes the provision of student accommodation and housing for key workers such as nurses.

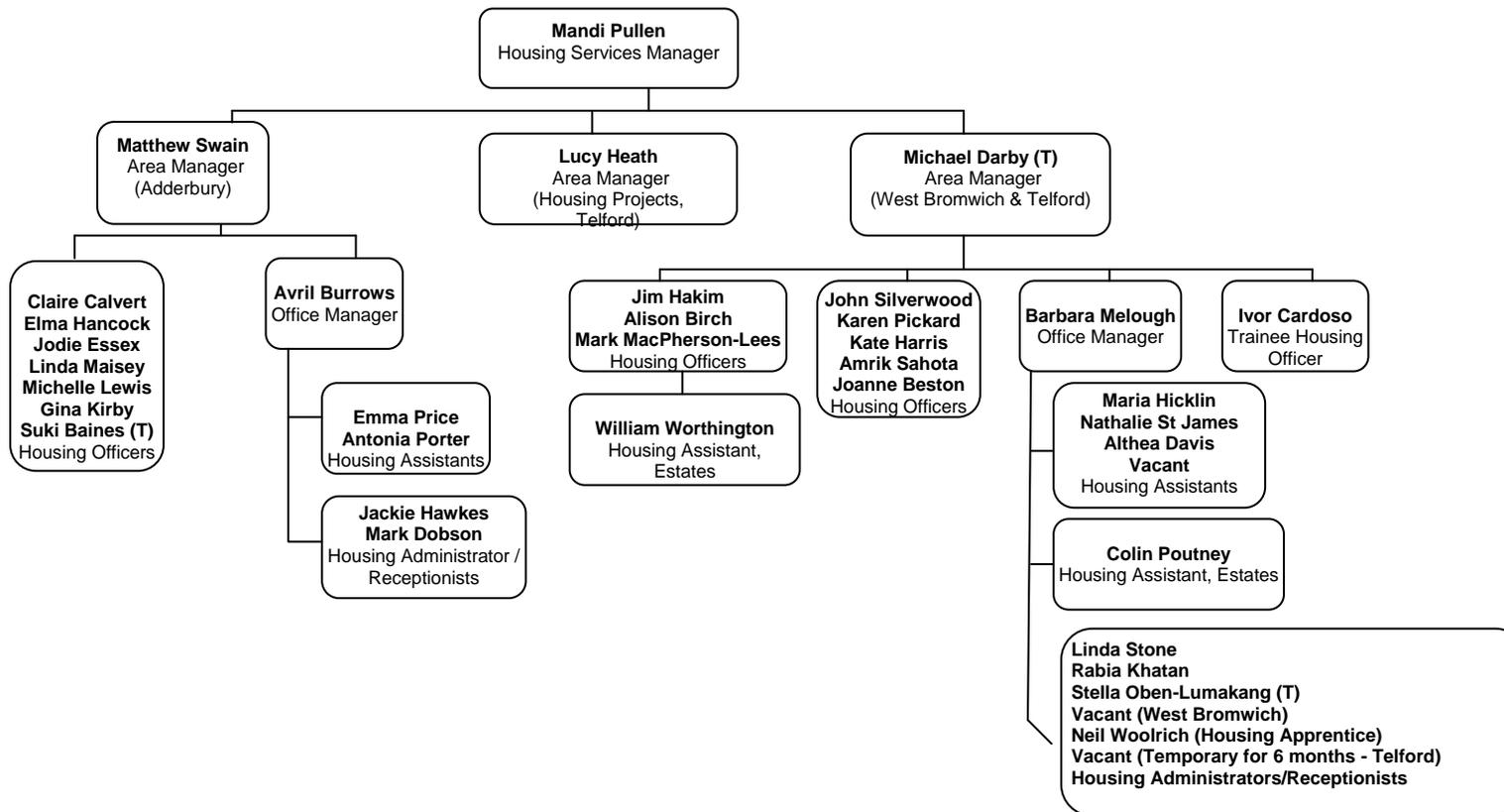
About the position

Playing a vital role in our Housing Services Team, this is a chance to develop your career in a progressive organisation. For this wide ranging role, we are looking for a well organised individual to support the Housing team with all aspects of administration.

This role will involve organising and maintaining effective administrative systems and records, collating information, audio typing and covering a busy reception area. You should be able to provide a high quality customer service to a wide range of customers with diverse needs. This position provides essential administration support to our Housing Services Team and will also require you to process calls for other staff based at the Telford office.

The Midlands Region operates from 3 offices which includes West Bromwich, Adderbury and Telford. The Housing Services Team consists of 38 staff. Please refer to the structure chart on the next page to see where this roles fits within the department.

Housing Services Team



The salary and hours will be discussed in more detail at interview should you have any questions.

Some of the Group benefits include:

- Pension Scheme
- PHI (Permanent Health Insurance) after a qualifying period
- Validium help line and counselling service
- Group Life Assurance
- Employee Assistance Programme, access to discounted services and benefits after a qualifying period and tax efficient benefits.
- A generous annual leave entitlement of 26 days (pro rata)
- Enhanced Maternity, Paternity and Sick Pay scheme after a qualifying period
- Learning and development opportunities

Further details of our excellent benefits scheme will be sent to the successful candidate.

Sanctuary is committed to the promotion of equal opportunities in its activities as an employer and as a Registered Social Landlord. We review and monitor the relevant policies to ensure adherence to its aims, legal requirements and enforcement of non discriminatory practice.

Sanctuary Housing operates a no smoking policy in all its offices.

There is a probationary period of 6 months for this position.

The appointment will be made subject to the receipt of two satisfactory references, police check and CRB as necessary and evidence of eligibility to work in the UK.

If this job requires you to drive on company business (please refer to the advert and role/job profile for this information), it is necessary for you to provide the following documentation if successfully appointed to the role (you are also asked that you bring a copy of your valid driving licence if invited to attend any interviews):

- Valid driving licence (both the paper counter part and the card if applicable)
- Copy of current MOT (if applicable)
- Copy of motor insurance certificate (not the Schedule) declaring you have business cover (if you are going to use your own vehicle for company business)

Please note that the above documents will be required on an annual basis should you be successfully appointed to the role and need to claim for expenses relating to company travel.

Closing Date

The Application Form must be completed in full along with the Equal Opportunities Monitoring Form.

Your application should be returned by **5pm on 2nd March 2012**. Late applications **will not** be accepted.

Interviews

Please let us know when submitting your application if you are unavailable during any period so that arrangements can be made.

Contact Details

If you have any questions on the above information or wish to discuss the post in more detail, then please contact **Barbara Melough on 0121 569 8801**.

Assistance for Candidates**Recruitment Plus**

Recruitment Plus is a service designed to make it easier for disabled people and those with health conditions apply for jobs.

The service is provided by Sanctuary and Remploy, who will work with you to help you through the entire application process.

The next step

Call Remploy and tell them you are applying for a job through Recruitment Plus. Confirm that you are eligible for the service, then they will help with the following:

- Applying for the job
- Interviews
- If you don't get an interview
- Job Offers
- Starting your new job

For further information call a Remploy Recruitment Advisor on 0845 601 5878.

Role Title	Housing Administrator
Reporting to	
Role Purpose	To provide an effective service that responds to customer and organisational needs

Key Result Areas <small>(KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)</small>	Key Elements <small>(Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).</small>	% Time <small>(Current priority for each KRA)</small>
Service Delivery Provide an effective administrative service	<ul style="list-style-type: none"> Assist in the co-ordination and monitoring of administration Organise, deliver and maintain an administrative service and records Work both individually and/or as part of a team Provide routine information including statistical information Assist in the co-ordination, communication and maintenance of relationships with internal and external customers 	
Financial Service Delivery Maintain effective financial systems	<ul style="list-style-type: none"> Operate appropriate financial policies and procedures Cash control Provide information relating to the Budgetary process 	
Customer Service Provide a responsive/ quality service to customers	<ul style="list-style-type: none"> Provide accurate and timely information and advice that is understood by customers Respond positively to complaints and breakdowns in service delivery Resolve problems or set into motion the means of resolution, ensuring customer are kept informed Identify shortfalls in service delivery and ensure they are dealt with appropriately 	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change <i>React positively and with enthusiasm to change and improvement. Willing to adapt to differing work demands and situations</i>	1	<ul style="list-style-type: none"> • Understand and recognise need for change • Accept change is ongoing • Be open to new ideas • Look for new and better ways of doing things • Remain focused on goal • Review and monitor systems and make changes if needed • Do not change if the best already exists • Learn from change
Communicate well with others <i>Listen to the needs of others and convey information clearly and accurately</i>	2	<ul style="list-style-type: none"> • Listen to others and ask questions to clarify points and sum up to ensure others understand • Be clear, concise, precise, use plain language • Be positive and constructive even under duress; Keep cool under pressure • Put across complex ideas simply both orally and in writing • Show sensitivity and understanding in every situation • Prepare in advance for discussion, identify key issues and develop valid responses • Achieve a constructive conclusion, even in difficult situations • Effectively use a wide range of communication tools and techniques • Ensure that any special communication needs are met • Provide reasoned, logical argument
Get the best out of self and others <i>Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</i>	1	<ul style="list-style-type: none"> • Rise to the challenge of doing a difficult task • Show confidence in own ability and expertise • Know own job and know themselves • Share in identifying their own training and development needs and utilise resources e.g. access to training and development/methods • Learn from mistakes • Take constructive criticism positively • Recognise own strengths and weaknesses including any stereo types or prejudices
Impress the customer <i>Ensure service provided consistently meets customer needs</i>	1	<ul style="list-style-type: none"> • Understand how actions impact upon the quality of customer service • Think from the customer's perspective; shows empathy to the customer's situation and any special needs • Listen to the customer and address all relevant concerns and needs • Take responsibility for getting an outcome • Act on promises and meet deadlines • Take customer complaints seriously and deal with them calmly • Be knowledgeable and well-informed, provide relevant and accurate information to customers
Work well with others <i>Contribute towards working as part of a team and involve others through liaising and building trust</i>	1	<ul style="list-style-type: none"> • Know when they have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Role-specific Competencies <small>(Role-specific competencies are those Competencies which may apply specifically to the role)</small>	Level <small>(The levels indicate the performance expected in this role)</small>	Indicators of Expected Performance <small>(A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)</small>
Make decisions and implement solutions <i>Reach decisions to resolve problems</i>	<p style="text-align: center;">1</p>	<ul style="list-style-type: none"> • Make realistic, workable and timely decisions and know when need more time to make the decision • Be aware of the consequences/knock on effects of decision/problem • Accept could get it wrong • Be able to identify, describe and define the problem • Prepare to make the decision/solve the problem, seeing it through accepting full ownership • Engage in meaningful consultation and check all facts before making the decision
Plan and organise effectively <i>Plan, prioritise and think ahead to maximise efficiency and meet deadlines</i>	<p style="text-align: center;">1</p>	<ul style="list-style-type: none"> • Identity priorities and work within deadlines • Think ahead • Be realistic about the time it takes to do things • Monitor progress to keep on track towards objectives and review plans • Have a plan B • Ask for help to decide priorities when there are conflicting demands • Be aware of impending tasks and targets • Document work so others can take over in absence

Expertise in Role (Role-related knowledge, skills & experience required at selection) <small>(Whilst it is preferable to appoint a candidate who meets all the requirements below, consideration may be given to a candidate who displays potential to achieve the required expertise within a reasonable timescale. In these circumstances skills, knowledge or experience in other areas will normally exceed the levels stated below.)</small>
<p><i>Job-related skills, knowledge and/or experience for the role:</i></p> <ul style="list-style-type: none"> • Able to interrogate and extract data from the computer system • Able to interpret computerised information and documentation • Minimum of one year's experience of working in a customer service and/or administrative environment
<p><i>Relevant technical, vocational or educational qualifications for the role:</i></p> <ul style="list-style-type: none"> • Able to demonstrate a level of numeracy and literacy to the equivalent of Grade C English and Maths GCSE
<p><i>Knowledge of software packages:</i></p> <ul style="list-style-type: none"> • Intermediate knowledge of Microsoft Word or similar • Basic knowledge of Microsoft Excel or similar
<p><i>Staff management skills/experience:</i></p> <ul style="list-style-type: none"> • N/A

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Association's Induction Programme (including Equal Opportunities) attended
- Local Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Understands own role and objectives
- Establish relationships with key contacts
- Trained in internal IT systems relevant to role

Estimated time to complete initial induction & training

6 months

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work
- Demonstrates ability to work with minimal supervision
- Contributes to improving services and productivity

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange	✓		✓		✓	
2	Agreeing and Interpreting						
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Office based, frequent computer use