**Job Profile** Rent and Housing Administrator

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| Reporting to | Rent Team Leader | Job Level: |
| Service Area | Housing services | * Entry level/Ancillary
* Service Delivery
* First Line Manager/Qualified Practitioner/ Specialist
* Manager/Clinical Supervisor/Senior Specialist
* Senior Operational Management
* Strategic Leadership
 |
| Location | Reed House, Hove |
| Contract | 37 hours per week / Permanent |

# Where you fit

# Job Purpose

You will be responsible for providing a highly responsible administrative service to our colleagues who manage property payment (rent/arrears) collections, lease/housing management and compliance delivery within YMCA DLG.

You will ensure that all internal YMCA DLG systems hold accurate and up to date for;

* Rent/former arrears accounts
* Lease and Housing Management information
* Resident information
* Property and Compliance data

# About us

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25yrs across Sussex and Surrey. We offer support in three service areas:

* Housing provision and sustaining accommodation
* Specialist information, advice and support
* Emotional wellbeing and mental health

We are a member of the YMCA Federation of England & Wales and are guided by their vision of ‘transforming communities, so all young people can belong, contribute and thrive’. This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation. Our values - we welcome all, we inspire, we support, and we speak out - guide us in all our actions.

# What you will be doing

1. Maintain accurate current rent/former tenant arrears accounts on the organisation’s housing management system (Pyramid) and record information correctly. This includes opening and closing rent accounts.
2. Process rental payments and rental/other charges on the organisation’s housing management system.
3. Work closely and build good communication links across the Asset and Housing Management team and the Finance Team to enable proactive and effective information posting and up to date property/compliance information.
4. Order and monitor Allpay payment cards and download transactions details from Allpay.
5. Set up new properties on the organisation’s housing management system
6. Update/refresh information held on the organisation’s housing management system
7. Assist the YMCA DLG colleagues in producing timely rent statements and/or other property related information.
8. Support the rent increase process to ensure increases are implemented promptly and in accordance with best practice.
9. Support the production and sharing of ‘timely’ information relating to property charge and/or other payments
10. Manage the team’s correspondence – both paper and electronic.
11. Liaise with YMCA DLG’s appointed Debt Management Agents as required.
12. Maintain the property/compliance management system (for example only - details of lease, YMCA DLG vs landlord repair responsibilities, rent type etc).
13. Run and distribute weekly reports to all relevant YMCA DLG colleagues
14. Refer to the Rent Team Leader/Housing Manager/Head of Asset for decisions that have wider implications than the day-to-day activities.
15. Be proactive in identifying system changes and improvements to support the achievement of targets.
16. Support the wider Asset Management Team within administrative and system related tasks and emails where required.

## General

1. Liaise with relevant local authority housing benefit departments and ensure positive relationships are forged
2. Ensure processes are followed and systems are updated to support the Key Performance Indicator targets
3. Work effectively with internal colleagues and external partners
4. Contribute to, and represent the organisation in a positive manner at, team/management meetings both internally and externally
5. Work within all YMCA DLG policies and procedures at all times and to abide by the Code of Conduct
6. Attend YMCA DLG mandatory training and abide by our policies and procedures on Safeguarding, Health and Safety and Equality and Diversity
7. Attend appropriate continuing professional development and training events and be committed to team events
8. Ensure service users are made aware of key processes e.g. complaints, information sharing, getting involved, and make sure that they are asked about how they would prefer information; to ensure special information requirements (e.g. large print, language, braille etc.) are clearly recorded on their files and that their needs are met
9. Carry out from time to time any other appropriate duties as directed by the line manager to support and promote the work of the organisation
10. To work flexibly where necessary in order to attend team meetings, training and liaise with colleagues.

# Person Specification

## Experience

* Experience of working in a busy and varied administrative role (Essential)
* Rent/property management setting (desirable).
* Housing management/support setting (desirable).
* Experience of working with a computerised rent/ payment database
* Accurately reconciling data and other financial information

## Skills and Abilities

* An excellent planner and organiser, who can manage different task at the same time and keep appropriate records
* Able to work productively on own initiative, with minimal supervision
* Communicate confidently and effectively at a range of levels
* A good basic education including GCSEs or equivalent
* Resilient with a positive **‘can do’** attitude
* Effective PC User – an ability to use MS Office (especially Outlook, Excel, Word and Teams) and work confidently with databases
* A strong team player who can support and challenge colleagues who fail to demonstrate YMCA DLG values appropriately

## Knowledge

* A basic understanding of the key risks, challenges and opportunities for children and young people which may impact on property charge or arrears collection.
* A basic understanding of housing – particularly accommodation-based services
* Understanding of the external environment in which the YMCA DLG operates

# Employee Declaration

I confirm that I have read, understood and agree to the expectations of the role as outlined in this job profile:

**Name: Signed: Date:**