



Job Description **Housing Resettlement Administrator**

Reporting to	Housing Operations Manager
Service Area	Housing
Location	Hillbrook House
Hours of work	21
Holidays	138.6 hours
Probation Period	6 Months
Contract Type	Fixed Term Contract (12 months)
Grade and Salary	£17,472 (£16 per hour)

About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

Department introduction

The Housing team at YMCA East Surrey consists of Hillbrook House in Redhill which offers safe, supported and affordable housing to 44 young people, 4 semi – independent move on properties offering accommodation for a further 31 young people and Next Step which is a Private Rented Sector Housing Scheme working closely with Reigate and Banstead Borough Council and Tandridge District Council for those with a housing need.

Job Purpose

The role is essential in helping the team deliver a safe, supportive, and person-centred service for young people and vulnerable adults accessing YMCA East Surrey's housing. The role will provide administrative support to the housing team, focusing on accurate record-keeping, compliance, and void coordination between residents, housing officers, management, and external agencies. As a part-time position, tasks will be prioritised in consultation with the Housing Operations Manager to ensure consistent administrative support across the service.

- Key Responsibilities**
- Handle enquiries by phone, email, and in person, ensuring a professional, trauma-informed, and empathetic approach.
 - Support the onboarding process for new residents onto the Housing Register (collecting documents, updating systems, monitoring applications).

- Support voids management: tracking empty rooms, coordinating cleaning/repairs, updating system
- Assist residents with basic administrative tasks such as completing forms, booking appointments, or signposting to services.

- Support the referral process by logging applications, requesting missing information, and coordinating with referrers.
- Assist with arranging assessments, room viewings, and move-in appointments.
- Support move-out processes by following the Move On Policy, updating systems, tracking outcomes, and assisting the team with resettlement documentation.
- Maintain accurate records of resettlement plans, interventions, and outcomes.
- Assist in preparing documents for move-on applications (e.g., housing options, private rented, supported pathways).
- Track tenancy sustainment and follow-up contacts where required.
- Liaise with external partners, housing teams, and local authorities to support the resettlement process.
- To have a full and clean driving licence and access to a car
- Other duties which may be required as requested by Housing Management

General

- a. Represent YMCA with professionalism and compassion, always maintaining a positive and inclusive public image
- b. Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role
- c. Take responsibility for your own health and safety and that of others, reporting any risk promptly
- d. Work within YMCAES policies and adhere to the terms outlined within them

Key Working Relationships

Internal

1. To build a positive and supporting working relationship with young people (residents), to provide a high standard of support.
2. Work together as a team and support one another in a positive manner. Approach matters with the drive to problem solve and promote joint networking.

External

1. Facilitate positive, professional and efficient partnership working to move residents on who are showing signs of independence.
2. Building positive working relationships with Personal Advisors, Social workers, Advocates, solicitors and other key professionals in young peoples' lives.
3. Work with external agencies such as local authorities, charities, and other local housing providers.

Management

1. Prepare and complete reports as required by the Chief Executive and Housing and Senior Management.
2. To undertake other tasks which may from time to time be required by the Chief Executive and Housing and Senior Management, including occasionally working evenings as directed by Housing Management.
3. Proactively achieve KPI's and deadlines set.
4. Promptly inform your line manager of any concerns in line with policies and procedures.

Legal Regulatory and compliance responsibility

- a. Ensure compliance with Safeguarding legislation and organisational safeguarding policies and follow guidance from relevant regulatory bodies as required.
- b. Always ensure compliance with UK GDPR and organisational data protection policies.
- c. Ensure rights and entitlements are delivered

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Minimum NVQ Level 3 standard qualification or equivalent in housing, social work or youth work (<i>or willing to complete alongside their job role within the next twelve months.</i>) 	<ul style="list-style-type: none"> • Level 3 CIH qualification or Health and Social care. • First Aid qualification • Evidenced safeguarding training within the last twelve months.
Knowledge and Experience	<ul style="list-style-type: none"> • Strong administrative and organisational skills • Excellent written and verbal communication • High attention to detail and accuracy • Ability to manage confidential and sensitive information • Good IT skills (housing systems, MS Office, databases) 	<ul style="list-style-type: none"> • Understanding of housing law and tenancy types • Knowledge of social housing policies and procedures • Awareness of safeguarding, equality, and inclusion • Experience working in housing, local authority, or support services • Proven experience in supporting individuals in supported housing. • Experience of welfare benefits system including Universal Credit and Housing benefit. • Proven experience of advocating rights and entitlements of people.

<p>Key Skills and Abilities</p>	<ul style="list-style-type: none"> • To develop positive and respectful working relationships with residents, colleagues and stakeholders, and manage sensitive situations with professionalism and empathy. • Effective one to one and group skills in working with residents. • Represents the YMCA professionally (internally and externally) incorporating YMCA's values. • Communicates information clearly and appropriately for different audiences, using accessible formats, such as Word, Excel, Access, 	<ul style="list-style-type: none"> • Able to respect the ethos of the YMCA and uphold its values • Demonstrable skills in assessing needs in relation to housing and resettlement. In addition, to identify key areas for support
--	--	---

	<p>Outlook and translation services (for example, The Big word).</p> <ul style="list-style-type: none"> • Plans and prioritise tasks effectively using own initiative to meet agreed deadlines and manage time accordingly whilst seeking support or adjustments where needed. • Collaborates effectively within a diverse team, values different perspectives and contributes to a positive and inclusive working environment. • Ability to problem solve finding appropriate solutions. • Able to liaise effectively with external organisations developing and maintaining good relationships. • Ability to adapt working style to the different needs and levels of people, volunteers and other workers. 	
--	--	--

	<ul style="list-style-type: none"> • Able to respect the ethos of the YMCA and uphold its values Demonstrable skills in assessing needs in relation to housing and resettlement. • To hold a current full driving licence and valid business use insurance policy. This must be evidence and documents provided such as MOT certificate, insurance certificate and valid driving licence provided. 	
Personal Attributes	<ul style="list-style-type: none"> • Commitment to equality, diversity and inclusion in all aspects of work and understanding of how it applies to own role • Values collaboration and respect for different perspectives • Open to learning and continuous development 	
Other	<ul style="list-style-type: none"> • A strong command of Microsoft Office including Word, Excel, and PowerPoint, SharePoint · Ability to travel to various locations as required for the role. • Ability to travel between properties or sites if required. • The organisation will consider reasonable adjustments and alternative arrangements to support this requirement. Subject to a satisfactory Enhanced with Children’s barred list DBS disclosure. 	

Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in this job description

Name:

Date:

Signed: