



GENERAL INFORMATION

POST OF ADMINISTRATOR (ASSET MANAGEMENT & SUPPORTED HOUSING)

TARKA HOUSING

Tarka and Westcountry Housing are members of the Westward Housing Group, which is a non-profit making and one of the largest developing housing groups in the area, with more than 6000 properties in management and a turnover in excess of £20 million. The Group is a charity providing a wide range of housing for families, single people, the elderly and those with additional support needs.

The Group's Head Office is at Hatfield House, Hatfield Road, Torquay.

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| 1. | Closing Date for Receipt of Completed Application Forms | Wednesday 19 th August 2009 |
| 2. | Interview Date | Wednesday 26 th August 2009 |
| 3. | Salary | £15,062 per annum |
| 4. | Hours of Work | 37 Hours per week
A flexi time system is currently in operation |
| 5. | Annual Leave | 25 days plus statutory Bank Holidays and Public Holidays |
| 6. | Pension Scheme | A contributory staff pension scheme is available |
| 7. | Probationary Period | Minimum six months |
| 8. | Location | This post will be based at Tarka Housing, Bideford |
| 9. | Car Mileage | The Group sets its own car mileage rates. Currently the amount payable is aligned with the Inland Revenue rate of 40p per business mile for the first 10,000 miles and 25p per mile thereafter |
| 10. | Smoking | A no smoking policy is operated throughout all the Group's offices |
| 11. | Criminal Record Check | The successful applicant for this post will be subject to an Enhanced Criminal Record Check |

Aug 2009

TARKA HOUSING
PERSON SPECIFICATION
ADMINISTRATOR

	ESSENTIAL	DESIRABLE
EDUCATION/ TRAINING	<p>Good standard of general education, including O/Level/GCSE in English and Maths (or equivalent).</p> <p>Minimum RSA Stage II Typewriting and/or Word Processing Stage II.</p> <p>Qualifications in computer literacy (e.g. CLAIT, IBT2, EDL).</p>	<p>'A' Level(s)</p> <p>Knowledge of:</p> <ul style="list-style-type: none"> • Word Processing • MS Outlook electronic email system • Welfare benefits system and housing law
RELEVANT EXPERIENCE	<p>Experience of working in an office environment</p>	<p>Relevant experience of working in housing.</p>
RELEVANT SKILLS	<p>Excellent verbal and written communication skills</p> <p>Ability to:</p> <ul style="list-style-type: none"> • Work on own initiative and as part of a team • Use judgement and make appropriate decisions • Work to deadlines • Exercise good time management and prioritise workloads whilst under pressure • Deal with a wide range of people • Good telephone manner • Good numeracy skills • The ability to be innovative & solve problems • Good IT Skills 	<p>First Aid Fire Marshall</p>
OTHER REQUIREMENTS	<p>Full driving licence</p> <p>Willingness to work occasionally outside normal working hours.</p> <p>Commitment to Equal Opportunities.</p>	



JOB DESCRIPTION

Job Title: Administrator (Asset Management & Supported Housing)

Responsible To: Senior Contract Surveyor

Main Purpose of Job

To provide full administrative support, data management and word processing to the Asset Management team and Supported Housing Team.

Principal Tasks and Duties

- a. Attend Meetings, take minutes and circulate to staff and stakeholders.
- b. Raise orders, maintain databases and records of funding claimed and amounts received to ensure that Tarka is adequately reimbursed for the services it provides.
- c. Collate and input information for monthly, quarterly and annual electronic returns to Devon County Council Supporting People team. Regularly update databases of tenants in receipt of Supporting People funding.
- d. Receive and return telephone calls to the public, other agencies and departments with answers to queries, information and advice, taking messages/action where necessary.
- e. Sort and distribute incoming mail, dealing with recorded delivery and DX mail.
- f. Undertake photocopying and maintain filing systems.
- g. When required, undertake the initial reception of persons calling at the Department, assess their problems and give information and advice.
- h. Issue literature and official forms, giving advice on Tarka's policies and procedures, and assisting with the completion of forms if required. Keep abreast of changing policies.
- i. Provide a full administration, data management and word processing service.
- j. Undertake data input and formulate & maintain Housing Maintenance & Repairs databases, including the use of IBS and Omega Delta systems.
- k. Maintain and monitor customer satisfaction data, including undertaking telephone

surveys of completed works.

- l. Facilitate the printing of Tender Documentation and Service information literature.
- m. Keep statistics, monitor and produce reports and graphical data
- n. Provide general support and assistance to Responsive Repairs and Building Manager, Senior Contract Surveyor and Head of Asset Management as required commensurate with the grading of the post.
- o. Liaise with Housing Officers, NHS and Social Services Occupational Therapists and Building Surveyors for the making of appointments, Joint visits, and undertaking void surveys.

Tarka Housing – Organisational Competencies

Achieving Results

Able to explain the aims and objectives of the business.

Able to translate the business objectives into the achievement of the aims and objectives of the department, project or scheme.

Able to explain how own role contributes towards achieving the aims and objectives of the business.

Providing Direction

Is non discriminatory in all dealings with staff, partners and stakeholders and recognise and promote the value of a diverse workforce.

Ensure compliance with, and the promotion of, Tarka's Equal Opportunities and other equality policies.

Working with People

Build and use an effective network of contacts to ensure co-operation with internal and external customers.

Support and assist team members and other members of staff within Tarka.

Share experience and information with others for the benefit of the team and the organisation.

Understand the priorities and needs of other members of the team.

Participate effectively in team meetings and team decisions.

Support team decisions, even if personal views differ.

Help to facilitate good team-working relations within the team and Tarka.

Personal Skills

Demonstrate effective, active listening skills.

Identify and select appropriate communication channels, eg e-mail/face to face/written.

Use clear, concise and logical language when speaking/writing and avoid jargon.

Effectively deal with conflict and hostile situations.

Negotiate effectively using influencing, persuading skills.

Display confidence in own judgement to reach appropriate decisions within field of operation.

Be creative and innovative when solving problems.

Managing Self

Prioritise work to meet tight deadlines.

Be flexible to meet new deadlines.

Make good use of time to effectively juggle a number of activities.
Manage a varied workload.
Pay attention to detail.
Keep up to date with changes in policies, procedures and processes in the workplace.
Be pro-active in identifying own training and personal development.

Facilitating Change

Demonstrate support for innovation and change needed to improve organisational effectiveness.

Facilitate the implementation and acceptance of change within the workplace.

Use of Resources

Proficiently use:

- I.B.S. system
- Microsoft 97 Word/ Excel
- Outlook 2000

General Responsibilities:

1. Confidentiality

The post holder must maintain confidentiality of information about staff and residents and Tarka's business and be aware of the Data Protection Act 1998.

2. Standards of Business Conduct

Tarka Housing expects all employees to maintain the highest standards of personal and business conduct at all times. The staff handbook sets out Tarka's expectations under sections: Code of Conduct and Declaration of Interests.

3. Health & Safety

All employees should be aware of the responsibility placed on them under the Health & Safety legislation, to ensure that the agreed safety procedures are carried out to maintain a safe environment.

4. Equality & Diversity

Tarka is opposed to direct and indirect discrimination and aims to promote equal opportunities. All employees are required to treat all colleagues, customers, stakeholders and partners equally, regardless of race, gender, disability, sexual orientation or religious belief.

All employees must abide by Tarka's Equal Diversity Policy and Strategy.

5. No Smoking

The Association operates a non-smoking policy in offices.

6. Training and Development

To attend appropriate training courses and supervision meetings as required.

7. Communication

To attend staff and team meetings.

Purpose of a Job Description

This is a description of the job as it is presently constituted. Job descriptions are reviewed and updated when considered necessary to reflect any changes to the job being done and to incorporate changes. Employees will be consulted on any changes in their job description in a meeting with their line manager. If agreement is not possible Tarka reserves the right to insist on changes by adding to, taking away or substituting duties; provided that in doing so we do not change the fundamental nature of the post.

August 2009