

Role: Head Office Administrator (HOA) CESSAC & CESSA Housing Association (CESSA HA)

Based at: Head Office, Portsmouth

Accountable: To the Assets & Services Manager (ASM) CESSAC & CESSA HA

JOB DESCRIPTION

Preamble:

CESSAC & CESSA HA have the same roots, but are financially separate with different accountabilities and regulators. Whereas CESSA HA is a Registered Provider of (social) sheltered housing regulated by the Regulator for Social Housing (RSH), CESSAC is a charity, regulated by the Charity Commission. They share some staff, facilities and governance arrangements to benefit from economies of scale and hence facilitate their charitable outputs. Their accounts are kept scrupulously separate as, for Housing, are those of Greenwich Hospital Sheltered Housing (GHS), which is managed as a third entity with CESSAC acting as the Managing Agent on behalf of Greenwich Hospital (the parent charity) who wholly own the buildings. The post holder is answerable principally for the Sheltered Housing functions of both CESSA HA and CESSAC, but may also be required to provide occasional administrative support to the charitable Head Office functions of CESSAC.

a. Purpose of the Head Office Administrator Post:

To administratively support the Head Office functions and day to day affairs of all operational aspects of Housing service delivery for the three organisations, to ensure that our commitment to tenants is delivered as efficiently as possible and to the standards of the Regulator for Social Housing.

b. Accountability & Reporting:

For reporting purposes, the Head Office Administrator is accountable to the Assets & Services Manager. However, the role will provide overall support to the operational Housing Management team, with tasks falling into three main functional areas: Housing - People & Property; General; and Secondary.

c. Principal Tasks - Housing-related:

To administratively support the Assets & Services Manager, the Tenant & Services Manager and the Head Office Housing team with the management of the CESSA HA & GHS Sheltered Housing schemes. Specific duties are to:

‘People’:

- i. Process, monitor and maintain all applications for accommodation by:
 - Maintaining a list of all eligible applicants.
 - Data entry and monitoring of applications and allocation reference records on the Housing Management System and other electronic files.
 - Responding to requests for application forms and sending out (either electronically via email or in hard copy).

- Compiling and maintaining all tenancy application packs; ensuring that they are accurate, complete and ready for distribution when required.
 - Preparing tenant welcome packs and assisting with the distribution of welcome materials for new tenants.
 - Carrying out the administration of allocation-related communications with external stakeholders, e.g. tenancy reference requests, local authority and energy supplier information letters and end of tenancy paperwork.
- ii. Maintain a list of, and electronic details about tenants by:
 - Ensuring that all tenant personal, occupancy and tenancy termination data records are kept updated electronically (including on the Housing Management System), ensuring data accuracy and confidentiality at all times.
 - Organising digital and physical files for easy retrieval.
 - Sending out tenancy-related communications with external stakeholders, e.g. Local Authority notification of annual rent and service charge rates.
 - iii. Carry out the completion and submission of the Concessionary TV Licence applications on behalf of eligible schemes.
 - iv. Prepare the tenant news-sheet, 'Scuttlebutt' – 2 editions annually.
 - v. Assist with the annual Tenant Satisfaction Measures surveys (TSMs) by:
 - Printing tenant letters and survey templates ready for distribution.
 - Electronic data entry of survey results for reporting purposes.

'Property':

- i. Assist with the collation and recording on the Housing Management System of routine H&S checks (e.g. fire extinguisher and water testing logs).
- ii. Monitor the scheme and Head Office first aid kits; ensuring that contents are in date and order replacements as necessary.
- iii. Manage the recording of energy meter readings and uploading to the energy supplier portal.
- iv. Scanning and filing property-based documents where necessary (e.g. to the Housing Management System).

d. Principal Tasks – General:

To administratively support the Head Office team. Specific duties are to:

- i. Provide Reception duties at Head Office, by greeting visitors and being the first point of contact for incoming phone calls; directing them to the appropriate member of the Head Office team as appropriate.
- ii. Manage all incoming and outgoing mail.
- iii. Organise digital and physical files for easy retrieval; photocopying, scanning and archiving documents as required.
- iv. Monitor the levels and order prompt replacements of CESSA HA, CESSAC and Head Office supplies for:
 - Stationery.
 - General supplies (e.g. tea and coffee and paper towels).
- v. Coordinate the ordering of staff workwear (e.g. for maintenance staff and cleaners); to ensure that the correct quantity and sizes required are ordered and delivered when required.
- vi. Manage and coordinate the ordering of staff ID badges, including the collation of required information and ID photos.

- vii. Report faults and arrange repairs for printers and phones where necessary.
- viii. Assist with meeting and training management (e.g. by liaising with Scheme Managers for meeting dates and lunch requirements).
- ix. Assist with the preparation and printing of meeting papers (e.g. for Committees and Board) to ensure that they are available for distribution within required timescales.
- x. Assist with staff recruitment (e.g. by the coordination of interview dates, compilation and printing of interview packs, and the preparation of staff welcome packs & induction information).
- xi. Other reasonable duties may be allocated from time to time as necessary.

e. Secondary Tasks:

Specific duties are to:

- i. To deal with general enquiries in the absence of other available Head Office personnel.
- ii. Carry out any other tasks on behalf of the Head Office Manager and CESSAC as directed by CEO.

This is written - and is to be read - in the broader context of other formal instructions and guidance issued from time to time by or on behalf of the Council of CESSAC and the Committee of Management (COM) of CESSA HA. All employees are expected to be flexible in their working routines with a collective aim of providing an efficient service throughout the activities of CESSAC and CESSA HA.