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| **GWHA: ROLE PROFILE** | | | |
| **JOB TITLE** | Services Administrator | **GRADE** | EVH Grade 4 |
| **REPORT TO** | Tenancy Services Team Leader | **DATE COMPLETED** | Jan 2025 |
| **CORE RESPONSIBILITIES**  Commitment to enhanced customer service through the provision of quality advice, information and support to residents and the community. Maintaining comprehensive and accurate records, reporting and administrative systems. Engaging in effective, appropriate and professional conduct. Delivering high standards of performance. Routinely reporting to the Tenancy Services Team Leader. Operational responsibility to the Tenancy Services Manager and overall responsibility to the Services Director. Accountability through the Chief Executive to the Management Committee | | | |
| **KEY TASKS:**   1. Front-line customer service role, responding to enquiries (via telephone, email and reception) in relation to all housing management services including allocations, void management, sustainment and repairs services. 2. Rotating reception role: including welcoming visitors to the office, maintaining diaries and control sheets, including Health & Safety checks and registers; preparing meeting room facilities, and recording and managing the distribution of mail. 3. Providing advice and assistance to customers on GWHA services and activities, including liaising with other RSLs and partner agencies as required. 4. Supporting service delivery through the administration of policies and procedures, including housing allocations, mutual exchange, rent collection and monitoring, tenancy compliance and sustainment, and repairs recording and reporting. 5. Mitigating complaints through the provision of robust, accurate and prompt advice, information and support. 6. Arranging and carrying out house visits/viewings for routine services. 7. Maintaining and updating manual and computer records. 8. Assisting with the production of publications such as newsletters, invitations and display/information boards for GW events. 9. Assisting with the development and delivery of tenancy sustainment and wider role initiatives. 10. Assist with preparation of statistical information as required for reporting purposes. | | | |
| **SCOPE: Towards 2028: Shaping Thriving Communities:**  A member of the Services Division, with current role in the Tenancy Services Team. Front-line customer service, actively assisting and supporting the delivery of successful tenancies and neighbourhoods. Flexibility and scope of role to reflect organizational priorities, change, and progress towards 2028 vision. | | | |

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| **COMPETENCIES** | |
| Team Working | Proactively engages with others to ensure accurate and comprehensive information is shared.  Actively contributes to, and participates in, team discussions and activities.  Promotes and engages in positive team work, respecting the contribution of others.  Highlights issues of importance and keeps team appraised on matters of common interest.  Comfortable with lone working and displays awareness of personal safety and risk.  Uses initiative and generates ideas. |
| Knowledge | Awareness of the housing sector, its wider environment and the changing role of RSLs.  Appropriate knowledge and specialism to reflect core responsibilities and scope of role. |
| Professionalism | Operates within the framework of policies and procedures and actively contributes to the review and delivery of same.  Displays willingness and enthusiasm in carrying out responsibilities and tasks.  Commitment to change, continuous improvement, learning and best practice.  Awareness of personal strengths and limitations and seeks support, assistance and intervention as appropriate. |
| Customer service | Embraces a culture of quality, proactive customer service and engagement.  Provides accurate and appropriate advice, information, assistance and support to external and internal customers and stakeholders.  Mitigates complaints through successful service delivery and interaction. |
| Interpersonal | Self-motivated, flexible, reliable, adaptable, demonstrating self-confidence, initiative and drive to ensure personal and common goals are achieved. |
| Organisational & analytical | Ability to analyse situations and respond with appropriate action.  Effectively plans and prioritises work to deliver expectations, achieve high quality and strong performance.  Responsive to changing demands. |
| Communication & ICT | Displays confidence and professional rapport with internal and external customers.  Effective communication, language and letter writing skills.  Effective contribution and input to reports, newsletters and corporate publications.  Proficient ICT skills: Outlook, Word, Excel, PowerPoint |
| Vision & values | Embraces and promotes GWHA’s Code Of Conduct and values: Inclusive, Considerate, Accountable, Resourceful, Ethical |

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