

Job Description – Assistant Allocations & Administration Officer

Accountable to: Allocations & Administration Officer, Housing Manager

Team: Housing Management (Tenancy) – Office Based

Hours: Full Time (35 hours a week)

Aims of the Guernsey Housing Association (GHA)

GHA's purpose is to provide well-managed, affordable homes for local people who find themselves with a housing need.

GHA offers social rented housing, homes sold as partial ownership, for local people on lower incomes whose needs cannot be met in the private housing market, plus extra care housing where there is a need for additional support and key worker housing. We strive to create an environment, which enhances the quality of life of residents and encourages self-reliance. Our team aims to provide a customer-focused and efficient service to make sure all of our residents and partial owners are well looked after.

Main Responsibility

The Assistant Allocations & Administration Officer is office based at the front desk, being the first point of contact for visitors and phone callers to the office. This role plays an important part in achieving GHA's aims to support staff and offer a professional friendly service to all of our customers. Other main responsibilities include assisting the Allocations Officer with managing the waiting lists for social housing & processing application forms.

Duties

- Being the first point of contact to all customers, contractors and visitors coming in to, and phoning the office.
- To deal with all phone calls, helping as much as possible initially, or transfer the call to the relevant staff member, sign post them or take clear messages and passing on.
- Check voicemail messages for any tenancy team member when they are on annual leave or sick, then action or pass on to the relevant team member.
- Ensure the answer machine is set to automatically switch on Monday to Friday at 4.00 pm and off at 8.00 am. Keep up to date and manually re-record messages for bank holidays etc. Daily listen to phone messages, action swiftly as necessary and delete.
- Each day open, date stamp and distribute throughout the office all incoming post, including checking the GHA post box and scanning relevant documents if needed. Attending to the end of day out going post.

- To provide verbal and written advice i.e. emails and letters, on rented, partial ownership and extra care accommodation (training will be given).
- To assist and support the Allocations & Administration Officer in all aspects of their role, primarily in respect of the rented and partial ownership waiting lists.
- Assist the Allocations & Administration Officer to process partial ownership applications and collate all information.
- Keep the visitor book up to date with clear details as and when needed.
- To order a variety of office supplies, ensuring GHA are receiving the best value for money goods, and sign for delivered goods.
- Show visitors into the Board Room and Meeting Room and make drinks for them if required.
- Weekly check all CCTV cameras are operating properly and report faults.

General Responsibilities

- To be responsible for ensuring the office is open promptly at 8.00 am Monday to Friday and closed to the public at 4.00 pm.
- Having responsibility for managing the internal security of the office such as locking filing and key cabinets, ensuring heating has been switched off and windows closed.
- Responsible for ensuring the shredding bin is collected when full, on a regular basis.
- Check all emails from the GHA enquiries/allocations email addresses in the morning and afternoon daily and see if you are able to action these. If you are unable to answer any queries, forward on to the relevant member of staff.
- To fold and pack letters when bulk mail runs are sent out. To assist with mail merges when needed.
- Closely monitor office stocks and ordering/collecting all stationery and office provisions (including contacting the milkman & paper) when required. Ensure all items are stored correctly.
- Preparation of the post for collection at 3.30pm each day.
- Check the cash float at the end of each day.
- Code invoices for payment relating to stationery and general office supplies.
- Responsible for all keys held in the office, ensure correct labelling and that all keys signed out following the correct procedure are returned to the office.

- Undertake training to become a Fire Marshall and undertake fire drills once every 6 months. Ensure the Fire Board is updated with any staff changes.
- Undertake training and become a First Aider if required (includes Mental Health First Aider).
- Assist with providing drinks and setting up the meeting rooms for visitors to the office as requested.
- To carry out general and ad hoc office duties as required.
- Assist other GHA team members with a variety of tasks, as requested.

Additional Information

- A valid driving licence and use of a motor vehicle or motorcycle is preferred but not essential to the role.
- A full Police check will be required, due to the nature of the job role.
- Undertaking relevant training where appropriate.