

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) 8am-4pm

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 our tenants are well looked after.

Main Responsibility

The Assistant Allocations & Administration Officer, you'll be at the heart of our Housing Management team. You'll help create positive first impressions of GHA, support people with their enquiries and keep important housing administration running smoothly.

This is a varied, people focused role for someone who enjoys being organised, solving everyday problems and helping others. From welcoming a visitor and responding to a telephone enquiry to supporting housing applications and waiting lists, your contribution will help colleagues deliver a responsive, professional service to our customers.

At times you may be asked to support other team members when there are holiday or sickness within the team.

Duties

- To be responsible for opening the office promptly at 8.00am Monday to Friday and closed to the public at 4.00pm. 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.
- First point of call for incoming calls and visitor to the office, helping as much as possible initially, or transferring them to a relevant member of staff.
- Check incoming emails to GHA enquiries/allocations email addresses and if you can action these. If you are unable to answer any queries, forward on to the relevant member of staff.

- Responsible for opening and distributing all incoming post. This includes checking the GHA post box and scanning relevant documents as required. Preparing outgoing post ready to be collected at the end of each day.
- To provide verbal and written advice in emails and letters, on rented, partial ownership and extra care accommodation.
- 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. This includes processing partial ownership applications and gathering information.
- At times, you will be required to step into the role of the Allocations Officer and confidently allocate properties and attend visits.
- Closely monitor and manage a variety of office supplies, ensuring GHA are receiving the best value for money and sign for deliveries.
- Weekly check all CCTV cameras are operating properly and report faults.
- Assist with providing refreshments and setting up meeting rooms for visitors to the office as requested.
- Undertake training and become a First Aider and Fire Marshall. This will include arranging fire drills every six months and reporting any concerns.
- Check payments taken by the tenancy team at the end of each day ensuring they are logged.
- Organising invoices from various suppliers ready to be signed off.
- 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.
- To manage a variety of ad hoc office duties as required.

Additional Information

- The ability to travel independently is essential for this role. Applicants must hold a valid driving licence or be working towards obtaining one for a car or motorcycle.
- A full Police check will be required, due to the nature of the job role.
- Undertaking relevant training where appropriate.