

Job Description – Allocations & Administration Officer

Accountable to: Housing Manager

Team: Housing Management

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.

Main Responsibility

The Allocations & Administration Officer will primarily process rented and partial ownership applications, maintain up to date waiting lists, and put forward nominations for vacant properties.

They will deal with customers coming into the office or on the telephone who are looking for advice on partial ownership and rented accommodation. This person will play an important part in providing a professional and friendly service to GHA's applicants and residents.

The Allocations & Administration Officer will also be responsible for the administrative role of the Allocations & Administration Assistant.

Duties

- To process rented and partial ownership applications, putting forward nominations for any vacant properties.
- To give advice and helping with enquiries, via email phone or in person, regarding joining the rented or partial ownership waiting list.
- To meet customers and/or other professionals to discuss applications as required.
- To check all applications meet the GHA criteria and acquire any missing information.
- To regularly review and update the waiting lists. Including processing updates.

- To work with the banks, when necessary, that offer partial ownership mortgages, ensuring they have all the information they need.
- To develop effective links with other agencies in order to assist applicants on the waiting list.
- To attend meetings with other professionals as required.
- To update any written material relating to waiting lists and allocations.
- To assist the Housing Officer with any policies and procedures relating to partial ownership and rented applications.
- To collate customer information packs in relation to new developments and send out to applicants on the waiting lists.
- To prepare the monthly KPIs.
- To undertake tenancy reviews whilst working alongside Housing Officers.
- To undertake training which is relevant to the role, which on occasion may require short term off island visits.
- To assist the Housing Manager with duties and minor projects as requested.
- To undertake any other duties as requested.

General Responsibilities

- To ensure cover is in place for the role of Allocations and Administration Assistant during periods of annual leave and sickness.
- To adhere to all of Guernsey Housing Association's policies and procedures.
- To ensure all the above responsibilities are conducted within the Association's Equal Opportunities Policy.