



WILLOW TREE

HOUSING PARTNERSHIP

Role Profile

Business Support Administrator

Role Purpose

Providing a comprehensive support service to customers and staff of Willow Tree Housing Partnership (WTHP) in line with its agreed vision, mission and objectives. Working in a fast-paced environment, you will be the first point of contact to customers over the phone and via email. You will also liaise with our contractors to raise responsive repairs and maintenance orders, ensuring landlord health and safety compliance records are managed and maintained and ensuring transactional tenancy management and rent queries are handled. Fulfil all administrative functions of WTHP efficiently and effectively and ensure all records and document management systems are updated and cleansed in a timely manner. Support the facilitation of meetings and events held on behalf of WTHP as required.

Key Relationships

Reports to: Business Support Team Leader	Supervises: NA
External: local authorities, key contractors and suppliers of business critical services, trade bodies such as the NHF and CIH.	Internal: all staff

Key Responsibilities

1. Tenancy

- To administer the voids and lettings process working, alongside Property Inspectors and Housing Officers in accordance with WTHP's policies and procedures to minimise relet times.
- Dealing with customer enquiries regarding all aspects of housing management
- Administration of mutual exchanges, conducting checks and liaison with other housing providers, arranging safety works and ensuring a decision is made within the expected timeframe of 42 days.
- Administration of applications to the nationwide 'HomeSwapper' service.
- Assisting Housing Officers in the scheduling of Estate Inspections and 'Walkabouts'
- Dealing with change of tenancy requests, successions and marriage notifications and preparing the documents for Housing Officers.

- Providing general advice to customers reporting anti-social behaviour or estate issues.
- Providing administrative assistance to the Shared Ownership and Rentplus Officer.

2. Property Services

Providing an efficient and effective Property and Asset administrative service, supporting the Property Inspectors and Asset Manager in accordance with policies and procedures by:

- Dealing with customer enquiries regarding all aspects of repairs and maintenance, liaising with contractors and the Property Inspectors.
- Updating and maintaining IT systems, raising, completing and processing works orders.
- Coordinating and administering all aspects of compliance, including gas safety, electrical safety, damp & mould and fire safety, maintaining records and highlighting any areas of non-compliance.

3. Rent Collection

- Providing general advice and answering queries and calls from tenants and if required passing on to the appropriate officer.

4. Customer Feedback

- Processing complaints and compliments.
- Carrying out customer surveys and monitoring customer feedback and satisfaction.

5. General

- Act as an ambassador for Willow Tree Housing Partnership on all occasions
- As a key member of the team contribute to the delivery of the Corporate Strategy and the WTHP ethos of deliver and grow
- Commit to ensuring that Willow Tree Housing Partnership's policy on Equality, Diversity and Inclusion is upheld at all times
- Personal responsibility to ensure a sector awareness within Housing to ensure an understanding of emerging themes and trends or changes to legislation or regulation.
- Commit to an ethos of continuous personal development.

No role profile can be entirely comprehensive and the jobholder will be expected to adapt and carry out such other duties as may be required from time to time, on the understanding that they will be within the individual's remit and capability, and consistent with the status and responsibilities of the role within the organisation.