**Yorkshire Housing**

**Role Profile**

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| **Job details**  |
| Job title: | HIA Administrator  |
| Reports to: | Senior HIA Administrator |
| Dept: | Yorkshire Housing Home Improvement Agencies  | Date Updated: | 29th April 2021 |

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| **Job purpose** |
| Financial responsibility: | N/A | People responsibility: | N/A |
| Strategic input: | N/A | Regulatory responsibility: | N/A |
| To provide an efficient and professional customer focused administrative support service to ensure the smooth running of Home Improvement Agency (HIA) which undertakes internal adaptions to improve the quality of our customers lives.The post holder will play an integral part in day to day operations, which will involve liaising with customers & external stakeholders such as occupational therapists, managing the diaries of our Handy Persons, obtaining and checking the data provided & you will often be the first point of contact for customers with the organisation. |

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| **Key relationships** |
| **Internal:** | **External:** |
| Admin TeamHandy Persons/Handy Person Team LeaderTechnical Officers | CustomersOccupational Therapists Commissioners & other Local Authority stakeholders. |

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| **Accountabilities** |
| * Provide clerical, administrative support to the HIA team to ensure the efficient delivery of all HIA services and administration of office procedures.
* Provide the main point of contact to customers, professionals, colleagues and other interested parties, ensuring all enquiries are recorded, responded to appropriately and monitored through to completion.
* Provide advice and signpost customers to relevant services & provide excellent customer care.

Scheduling and booking appointments for team members, for example Handyperson, Technical officer and NAS officer visits* Assist in maintaining a comprehensive computer database and manual casework files of customer enquiries and actual casework. Ensuring data is accurate & collated and reported correctly.
* Assisting the collating and drafting of data & reports which is used in performance monitoring internally and external parties such as commissioners.
* Recording of customer financial contributions and the completion of appropriate invoices and banking sheets to ensure accurate financial information is available to the Senior Administrator and HIA Management team.
* Respond professionally to individual enquiries and provide ongoing liaison between customers, referrers, contractors and HIA team to provide high quality information and advice, to promote the Agency’s customer focused approach to service delivery.
* In liaison with the Senior Administrator ensure financial and performance monitoring reports and spreadsheets are maintained and produced, as required, to commissioners, partner, HIA Management team and to contractual requirements.
* Be able to deal and resolve with low level complaints, record these accurately & escalate in accordance with internal processes.

The above list of duties is neither exhaustive nor exclusive. The post holder is expected to undertake duties commensurate with the responsibility level of this post as directed. |
| **Knowledge, skills and experience** |
| **Essential:** |
| * Good standard of general education to GCSE (or equivalent)
* Experience of working in a service-based organisation dealing with the public & dealing with the public.
* Experience of record-keeping, monitoring systems,
* Have an understanding of GDPR
* You will have excellent communication skills & be able to use your initiative in resolving low level complaints & escalating complaints. maintaining data on spreadsheets.
* Experience of problem-solving techniques in a customer facing environment.
* Be able to deal with different priorities and deadlines, but maintain high standards of work.
* Ability to be flexible and work as part of team to meet operational needs.
* Possess attention to detail to ensure the accuracy of data.
* Be able to use Excel & Word proficiently and can comfortably adapt and use other IT applications
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| **Desirable:** |
| * Previous experience working for a Housing Association or some other public sector not for profit organisation who provide a service to customers.
* Previous experience dealing with vulnerable groups of people
* Have advanced Excel skills, such as using Pivot Tables & VLookup
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