**Yorkshire Housing Role Profile**

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| **Job title:** | North Yorkshire Home Choice Administrator | **Leader of others:** | No |
| **Reports to:** | Gwyneth Carter | **Contract type:** | Agile-Homeworking |
| **Business Area** | Customer Experience | **Budget holder?** | No |

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| **Job purpose** |
| To provide Customer focused administrative support to the NYHC applicants.  To identity documents, verification, collation of medical evidence and award appropriate banding based on their priority need.  Also to deal with queries escalating from the priority banding and liaising with Craven and Ryedale Council |

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| **Key responsibilities** |
| * To provide an excellent pro-active customer experience across Craven and Ryedale Council * Act as a first point of contact to internal and external NYHC customers via telephone and email * To administer and activate the applications for North Yorkshire Home Choice in a timely manner to ensure customers are able to bid for properties as soon as they can. * Responsibility for ensuring all records of new and any existing customers are completed promptly and accurately on Arbritas. * To ensure all customer ID documents are correctly verified, recorded and stored in line with GDPR * Monitoring Progress trackers are updated daily, * To liaise with Craven and Ryedale Council regarding application queries, health and wellbeing including adaptation requirements * Ensure all documentation is correct and in order in case a Review of the priority is required * Liaising with external and internal stakeholders * Carry out other duties that may reasonably fall within scope |

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| **What you’ll bring to the role** |
| **The main things:** |
| * Are customer obsessed and put the customer at the forefront of all decisions * Excellent administration skills * Adaptable and flexible to a changing and varied workload. * Excellent numeracy, literacy and communication skills. * High standard of accuracy. * Comprehensive IT experience especially in MS products. * Good organisation and time management skills. * Ability to prioritise, manage your own workload and to meet deadlines. * Good team player and willing to help others * A proactive enthusiastic work ethic |
| **It would be a bonus if you have:** |
| * Experience in Social Housing * Experience in administering applications for a local authority |
| **Our values:** |
| Our values describe what matters most to us, and what our colleagues should expect from each other. We’re all expected to show how we support and live up to these values in our work.  **Create trust** • Do the right thing, not the easy thing • Be honest and open • Do what you say.  **Be curious** • Think differently • Ask questions • Keep learning.  **Make it happen** • Own it • Do it • Be empowered.  **Achieve impact** • Do things that matter • Deliver results • Show pride and passion.  **Have fun** • Enjoy work • Be yourself • Stay connected.  We want colleagues to feel free to be themselves - so we’re all responsible for making sure we promote a culture of equality, diversity and inclusion. And, as you’d expect, we’re responsible for our own health and safety, following our policies and doing any training needed for our roles. |