

<b>Job title:</b>	<b>Administrator</b>
<b>Reports to:</b>	<b>Services Manager</b>
<b>Location:</b>	Cavendish 249
<b>Corporate behaviours, qualities and Values</b>	<p>All Threshold staff have a responsibility for demonstrating behaviours which are:</p> <ul style="list-style-type: none"> <li>• Manages expectations</li> <li>• Genuinely cares</li> <li>• Values differences</li> <li>• Builds trust and empathy</li> <li>• Enjoys work</li> <li>• Thinks innovatively</li> <li>• Challenges and learns</li> <li>• Makes things happen</li> </ul>
<b>Purpose of role</b>	<p>To provide an efficient administrative service to the Housing First team.</p> <p>To support the housing first team to provide information and data for monitoring and reporting purposes</p>
<b>Key accountabilities</b>	<p>A commitment to the ethos of the Housing First principles</p> <p>Demonstrating a commitment to a non-judgmental, positive model of service delivery which is customer led.</p> <p>Demonstrating a commitment to new ways of working</p> <p>Provision of management information and data</p> <p>Development of systems to effectively manage information across several functions and several local authority areas.</p>
<p><b>Key relationships (internal and external)</b></p> <p><b>Representing the Group/ customer care</b></p> <p>The purpose of the relationship. The nature of interpersonal skills required; the significance and complexity of the subject matter, the benefit which could arise from effective contact or the possible harm which might arise from inept handling.</p>	<ul style="list-style-type: none"> <li>• Peer level relationships with Statutory and non-statutory services</li> <li>• Landlords</li> <li>• Customers</li> <li>• Revenues &amp; Accounts payable</li> <li>• External evaluation body</li> </ul> <p>The purpose of these relationships is to ensure smooth and efficient processes</p>

<p><b>Responsibility for employees</b></p> <p>Motivation, guidance and line management of staff.</p>	<p>None</p> <p>May be responsible for mentoring work placements</p>
<p><b>Summary of tasks/ functions</b></p> <p><b>Main job activities</b></p>	<p>Provide an administrative support service to the Housing First Teams to ensure efficient delivery of the service including information for reports, monitoring, and KPI data</p> <p>Provide administrative support to enable effective response times and throughput in the service in relation to referrals and waiting lists for the service</p> <p>Provide accurate, detailed data and information to external evaluation bodies, in a timely manner</p> <p>Administer the purchasing procedure at scheme level including checking, coding and preparation of invoices to be authorised.</p> <p>Prepare orders for goods and services in close liaison with the staff team and central colleagues, assisting with any queries on quality or standard of service provided by suppliers.</p> <p>Administer the safe check procedures and petty cash system, ensuring accuracy and compliance.</p> <p>Promote, and encourage peer involvement within the service</p> <p>Ensuring customer records are input onto systems in a timely manner</p> <p>Provide administrative support to the Housing First team to produce a regular cycle reports on performance</p> <p>Ensure the accuracy of information produced for customers</p> <p>Administer and produce reports on Housing First standards</p> <p>Produce promotional materials for the Housing First team.</p> <p>Support the Housing First team to co-ordinate Housing First Events</p> <p>Provide temporary cover for colleagues as required.</p>
<p><b>Competencies</b></p> <p><b>Knowledge/ skills/ experience</b></p>	<p><b>Qualifications</b></p> <p>Administration qualification, proven experience or demonstrable capability through transferable skills.</p> <p><b>Experience</b></p> <p>Working in housing or a related field</p> <p>Working with vulnerable customer groups</p> <p>Finance/rent accounting administration and record keeping</p>

Good working knowledge of IT packages and systems

**Knowledge**

Understanding of the Housing First Principles and philosophy

Understanding of equality and diversity issues with respect to people in receipt of services

Understanding of the value of correct data, and outcomes

Ability to work within an academic study

**Skills**

Communication and interpersonal skills

Build and maintain effective working relationships

Basic IT skills

Ability to organise own work and time

Numeracy

**Attributes**

Attention to detail

A non-judgemental attitude

Collaboration as equals

Able to maintain confidentiality

Forward thinking, positive attitude

Resourceful and innovative approach to problems

Proactive approach to new opportunities

Willingness to take responsibility for getting the job done to required standards

Persistence and determination

Able to organise own workload

Confident and resilient in challenging situations

**Flexibility**

Able to work some unsocial hours

<p><b>Financial control</b></p>	<p>No financial responsibility, however, workers will be required to keep accurate records of applications to the personalisation fund and follow company procedures for spending.</p>
<p><b>Responsibility for non-financial assets</b> (properties, equipment, confidential records, computer systems, legal documents)</p>	<p>Ability to follow company procedures for maintaining confidential records.</p>
<p><b>Continuous improvement/ innovation</b></p> <p>Devising new methods, procedures, policies, programmes. Solving unique problems. Design of systems of forms, writing reports, interrogating a computer system for information, designing or contributing to training courses.</p>	<p>This role is primarily focused on delivery for which there is a comprehensive suite of policies, procedures and management support; however, the postholder is required to engage in a culture of continuous improvement.</p> <p>This service is new and innovative and requires a forward thinking approach in order to challenge barriers or traditional ways of working, offering solutions in line with existing or emerging procedures.</p>
<p><b>Judgement/ decision making</b></p> <p>A measure of the demands made on the job holder's judgement and autonomy in carrying out the duties of the position. To what extent do decisions commit or affect the operation or influence of the organization?</p> <p>To what extent are the decisions restricted or guided by policy, management control, work practices, training, rules, precedent or referral?</p>	
<p><b>Other</b></p>	