



JOB DESCRIPTION

JOB TITLE: Neighbourhood Services Administrator

DEPARTMENT: Neighbourhood Services

RESPONSIBLE TO: Neighbourhood Services Administrator

RESPONSIBLE FOR: To provide administrative support to the wider Neighbourhood Services Team

PURPOSE OF THE JOB: The post holder will be in daily contact with operational housing staff and with other staff within Ocean. There will be regular contact with Ocean tenants and representatives of other agencies and the local authority.

SPECIFIC RESPONSIBILITIES:

1 Provision of a range of general administrative services to the Neighbourhood Services Team including:

- Photocopying/scanning documents
- Using MS Outlook, Word and Excel
- Using other software systems including QL, First Touch, P2P, Homeswapper and other internal and external systems
- General filing / Scanning
- Disposal of confidential files
- Mail Merges
- Administering Mutual Exchanges
- Preparing performance reports / data
- Taking minutes of meetings
- Organise and book meetings, events and travel arrangements

2 Empty Homes services:

- Processing terminations and returned keys
- Processing adverts for properties

**Neighbourhood Services Administrator– Ocean Housing Ltd
January 2025**

- Processing applications and nominations from Cornwall Homechoice
 - Shortlist applicants from completed bid cycles for properties advertised on
 - Cornwall Homechoice
 - Using the QL System to process Voids and Applications
 - Monitoring Void and Application processes
 - Other administrative duties as per section 1.
- 3 To ensure CORE data statistics are collected and input into the CORE Digital system, that they are validated and sent within the timescales prescribed
 - 4 Provide efficient and effective services to customers, both externally and internally, while operating at all times within Ocean's approved policies and procedures.
 - 5 Maintain accurate and up to date records both manually and electronically
 - 6 To undertake any necessary training associated with the role as required by the Neighbourhood Services Manager or Head of Neighbourhood Services.
 - 7 To provide cover and support for other teams within Ocean Housing as required

PEOPLE MANAGEMENT

- 1 No supervisory experience
- 2 Frequent contact with Property Services staff (trades operatives, supervisors and managers), other Group companies, tenants and contractors.

FINANCIAL RESPONSIBILITY, GOVERNANCE & COMPLIANCE

- 1 No budgetary responsibility
- 2 Responsibility for the accuracy, integrity and timely inputting of data, ensuring compliance with GDPR regulations.
- 3 To maintain and develop proactive relationships with Tenant Representatives and encourage customer involvement and active engagement to help shape the future delivery of agile services.
- 4 Comply with all the Groups' policies, procedures, and initiatives including those relating to equality, diversity & inclusion, health and safety, complaints, safeguarding, financial regulations and standing order.

GENERAL

- 1 Undertake other duties and responsibilities as may reasonably be required from time to time by the management team.
- 2 Actively seek out, consider and promote new, value for money and innovative ways of service delivery, to bring about efficiency, whilst promoting the positive benefits of change to improve customer service.
- 3 Be an ambassador of the business and promote the Company in a positive manner at all times.
- 4 Embed and promote a culture of equality, diversity and inclusion in relation to staff, customers, tenants and service provision.
- 5 Commit to personal continuous professional development to maintain relevant up to skills, experience and best practice awareness for Ocean's and post holder's personal benefit.

No job description can cover every issue which may arise within the post and the postholder is expected to carry out other duties from time to time which are broadly consistent with those in the document.

I accept that this job description is a fair description of the job I have applied for.

Signed **Date**