



Housing Services Administrator

BHT Housing Services

Job Details

Ref: 842

BHT Housing Services

BHT Housing Services provides the housing service to BHT tenants across Brighton, Hastings and Eastbourne. BHT Housing Services is an innovative housing management project. We give our tenants in our Community Housing in Brighton, Eastbourne and Hastings a quality and person-centred housing management service.

Housing Services Administrator

- **Permanent**
- **Salary: £21,884 per annum**
- **37 hours per week. The post is based in Eastbourne; however you may also be required to work at other BHT locations in the Sussex area and the option to work from home (to be discussed).**
- **5.5% employer's pension contribution (the level of this is reviewed annually).**
- **Annual Leave entitlement starts at 25 working days.**

The Housing Services Administrator is the link between BHT Sussex and our tenants, contractors, and landlords to ensure a "right first time" approach to our Housing Services operation.

Working in a fast-paced busy environment, this is a demanding role which requires experience in general housing including voids, lettings, repair, and major works sector. You will liaise with contractors and internal staff to ensure an organised and streamlined approach to the voids process. You will be the lead on voids coordination ensuring targets are met and seeking value for money. This will include being responsible for the input of data on the voids module and inhouse database. The role requires you to raise repair orders and post inspections through our management database. You will be able to answer queries from our tenants, staff and contractors regarding the works orders raised.

You will need to be confident with Excel, correspondence and in producing KPI reports. The role will cover aspects of involvement in major works including consulting with tenants, and cyclical programmes which will entail organising appointments, booking meetings, gaining access, communicating, and liaising between various contractors and staff.

Other key duties will include coordinating the mutual exchange process, providing cover in the absence of the Maintenance Administrator and Housing and Performance Administrator.

Training will commence in Eastbourne. However, you may also be required to work at other BHT locations in the Sussex area.

For full details and to apply please go to our website www.bht.org.uk or email us at jobs@bht.org.uk

Closing Date: Friday 5 March 2021 – 12.00 noon

Interview Date: Tuesday 23 March 2021