



Housing Services Administrator

Housing Services

sussex Job Details

Ref: 842

BHT Sussex

BHT Sussex is a charity and a registered housing association working in Brighton and Hove, Eastbourne, Hastings and other parts of Sussex.

BHT Sussex's Mission is to combat homelessness, create opportunities, and promote change and aims to achieve this Mission through a network of interlinked projects. By providing direct, practical services combined with a commitment to challenge the causes of poverty and inequality, we hope to achieve a supportive structure which men and women can use in a variety of ways to improve the quality of their lives.

For more information, please see BHT Sussex's website www.bht.org.uk.

Project/Department Summary

BHT Sussex Housing Services provides the housing service to BHT Sussex tenants across Brighton, Hastings and Eastbourne. BHT Sussex 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.

Job Summary

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.

Salary

Salary is paid monthly in arrears and will be £22,545 per annum. An employer's pension contribution of 5.5% is also paid. The level of this contribution is reviewed annually.

Hours of Work

The Housing Services Administrator will be required to work 37 hours per week, Monday to Friday. BHT Sussex does not pay overtime but will grant "time off in lieu" for any extra hours worked, if agreed by the service manager.

Annual Holidays

The annual leave entitlement will be 185 hours (25 working days), rising 1 day for each year of service to a maximum of 222 hours (30 days) pro rata. The role will include working on some bank holidays as part of the team rota for which "time of in lieu" will be granted.

Closing Date: Thursday 24th November 2022 at 12 noon

Interview Date: Monday 5th December 2022

We regret that we are unable to reply to every job applicant. However, if you are called for interview, you will be notified within seven days of the closing date.

An Enhanced DBS Check (Disclosure and Barring Service) is required on all successful applicants as a condition of employment for this post.

BHT Sussex operates an Equal Opportunities Policy