**JOB DESCRIPTION**

**Housing Admin Officer**

# Job Description

**Role Profile**

**Service/Team** \_

**Reports to** \_

**Responsible for** \_

**Number of posts** \_

**Post number** \_

**Career Grade** \_

## Job Purpose & Objectives

To provide a comprehensive, effective and efficient support service to the Housing Landlord Services team by undertaking wide range of administrative tasks associated with managing the Councils’ housing stock and in the delivery of services to its customers.

To ensure that new tenancy rent accounts have been accurately set up to ensure Housing Benefit and rent payments are credited to the customer’s account.

Effect all tenancy changes via Northgate (Housing’s information management system) to ensure that tenancy records are kept up to date and that tenancy changes are made in a timely manner and accurately to process refunds and set up methods of payment.

## Key Responsibilities

1. To ensure new tenancy rent accounts have been accurately set up to ensure Housing Benefit payments interface via Northgate (Housing) and Civica (Benefits).
2. To ensure all tenancy changes have been effected accurately and in a timely manner via Northgate.
3. To produce the weekly tenancy changes on Northgate and distribute these changes to other departments. It is important the Revenues and Benefits department are made aware of these changes asap in order that Housing Benefit new claims can be set up and payments made to the rent account.
4. Distribution of Rent changes letters for new and existing customers. Set up and arrange the distribution of the Quarterly Rent Statements and deal with any enquiries as a result of this.
5. Set up of Direct Debit payments on Northgate and reconcile Direct Debit payments. Production and setting up of Rent Account payment cards and process refunds to customers resulting from Housing Benefit underpayments.
6. Review rent suspense account and allocate balances to the correct accounts.
7. To action any required account adjustments and write offs as instructed by the Senior Income Management Officer.
8. To undertake clerical and administrative duties to support the Housing Landlord Services team, e.g. scanning and saving documents to document management system filing and retrieval, typing, mail merges, note taking, photocopying, etc. and assist in dealing with telephone enquiries.
9. To order goods and services through the IT system adhering to the Council’s Procurement Policy and Procedures and deal with any queries, as well as assisting with the end of year financial closedown.
10. To follow cash handling procedures and ensure that cash received from customers is receipted, recorded and made available for banking. Deal with requests for petty cash and record and reconcile petty cash returns. Reconcile credit card payments by staff, e.g. court fees and goods and services and are set against the correct budget codes.
11. To deal with all incoming and external post and regularly monitor the Housing Landlord mailbox. Distribute and raise ‘contacts’ on Northgate as necessary. Ensure that outgoing post is quality check and made available for courier collection and that correct postage is used.
12. Data entry via Northgate of ‘follow-up’ surveys and Core data and monitor ‘Tell Us Once’.
13. To replenish stock of Housing related leaflets on display boards and update as necessary.
14. To ensure that the office is kept clean and tidy and to undertake actions as agreed by the Senior Admin Officer and arrange for office equipment to be maintained and report any issues as required.
15. To make applications for Concessionary TV Licences for Independent Senior Living schemes.

Any other duties as requested by the Senior Admin Officer.

## Supervisory / Managerial responsibility

None

## Communication/Contacts

Liaise with other services across the Council e.g. Strategic Housing, Housing Benefits, Social Care, etc., as well as other agencies and partner organisations outside of the Council.

Communication with customers and tenants as well as contractors and suppliers of goods and services.

## *NB: The aim of the job description is to indicate the general purpose and level of responsibility of the post. Please be aware that duties may vary from time to time without changing their character or general level of responsibility. Duties may be subject to periodic review by the Business Unit Head or nominated representative (in consultation with the postholder) to reflect the changing work composition of the business.*

This is an outline job description only and the post holder will be expected to undertake the duties commensurate within the range and grade of the post or any lesser duties as directed by the Head of Business Unit.