



Everyone deserves  
a safe place to  
call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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<b>Job title:</b>	Housing Services Administrator
<b>Delegated Authority:</b>	Level 7
<b>Team:</b>	SHP
<b>Responsible to:</b>	Regional Service Manager/Assistant Director (dependent on service placement)
<b>Responsible for:</b>	N/A

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## Job purpose



### **Housing Service Administrators supporting our Multiple Disadvantage Accommodation**

**Services:** SHP's Adult Pathway schemes provide high support accommodation services and stepdown schemes for multiple disadvantaged single people experiencing homelessness with complex needs, including mental health problems, substance use issues, violence against women and girls (VAWG), domestic violence (DV), and dual diagnosis.

**Housing Service Administrators supporting our Young Person's Accommodation Services:** Our Young Person's services work directly with at-risk youth and care leavers, empowering them to build the skills and confidence they need to thrive independently in the community. Through personalised support and safety plans, we help them develop essential life skills, find stable housing, and secure education or employment opportunities that set them up for a brighter future.

The administrators will support service managers and support staff administratively in their delivery of high quality intensive housing management provision.

In this role, you'll play a crucial part in delivering an effective and efficient administrative service that supports the needs of our dynamic team. You'll be responsible for providing outstanding customer service while assisting the Assistant Director, Regional Service Managers, Service Managers, and staff in the development and delivery of top-tier administrative support. Your contribution will help ensure the smooth operation of SHP services, providing proactive and high-quality service that supports both our internal team and the people we serve.

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## Key accountabilities

### Administration.

- Use organisational databases and recording systems in line with SHP Policy and Procedure, ensuring services keep up to date with changes and developments to service specific recording processes.
- Be flexible to working remotely or from an SHP office base as required.
- Organise meetings, appointments, as required.
- Support grant applications, tenders, and related processes.
- Support to compile and/or action compliance reports & monitor and review outstanding administrative tasks.
- Financial Management:
  - Monitor the service's budget, supporting managers in ensuring efficient allocation of resources.
  - Track, report and maximise Housing Benefit and service charge income.
  - Manage payments, invoices, and petty cash, and prepare financial reports as required.
- Tenancy Management:
  - Report, schedule, track, and record repairs and inspection visits
  - Day to day monitoring and coordination of the hostels' management of voids and referrals processes.
  - Order and audit welcome pack items and void stock.
  - Monitoring compliance with tenancy sign-up documentation, including support agreements, housing benefit applications, and direct debit oversight.
  - Drafting tenure termination documentation for managerial approval and submission to the Assistant Director and Housing Services.
- Scheduling:
  - Coordinate staff rosters and schedules to ensure adequate coverage at all times.
- Compliance:
  - Ensure the service complies with all relevant health and safety regulations, fire safety standards, and data protection laws.
  - Monitor regular audits and risk assessments to identify and address potential issues and meet legal compliance requirements.

### Data Management and Monitoring.

- Maintain spreadsheets and reporting on data.
- Carry out data inputting and data checking tasks as required.

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- Transfer client related records to local authority databases in line with service contract specifications as required.
  - Database Management:
    - Ensure all resident and operational data is accurately recorded and securely stored in service and organisational database systems.
    - Regularly update and audit data to maintain its integrity.

## **General administration and communication**

- Providing general administrative support including drafting standard letters and emails and responding professionally to standard queries from managers and staff via email and telephone.
- Seek advice from or escalate to the SM, RSM or AD as appropriate.
- Any other reasonable duties which may arise which are in line with the responsibility level of the post.

## **Organisational**

- Carry out all work in line with relevant SHP policies, values and code of conduct, ensuring compliance from SHP staff with SHP's organisational processes and procedures.
- To ensure that you comply with Equality and Diversity, Health and Safety policies and law as communicated by SHP through the intranet, contract of employment and training.
- To adhere to the local lone working process as well as monitoring lone working of staff where needed.

## **Miscellaneous**

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

## Technical and professional know-how needed for position

**When completing your application, you will be required to address (using examples) some of the points below**

### Experience and Knowledge

- Demonstrable experience of working in a busy office environment.
- Experience and an understanding of providing a high level of customer service.
- Experience of working with and maintaining computerised office information systems and databases.

### Skills and Abilities

- Effective team player with strong interpersonal skills.
- A good understanding of the key administrative tasks carried out within a support service.
- Strong interpersonal and communication skills – able to communicate effectively verbally and in writing with a variety of people.
- Ability to use MS Office package (particularly Word, Excel and Outlook) at an intermediate level.
- Ability to analyse and produce reports from source data e.g. records, databases, spreadsheets.
- Strong time management skills, able to effectively manage workload, multiple priorities and meet deadlines.
- A pro-active approach and ability to work using own initiative.
- Ability to understand and follow written policies and procedures, maintain confidentiality and protect data securely.